

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

English is spoken by many people, not only native English speakers but also non-native English speakers speaking it as their second language. Eibel (2005) stated that English is seen as a global language because it is spoken all around the world. It is used for people with different backgrounds to communicate with other and used for many purposes for example work purposes. According to Rață (2013) English is very useful and more likely to be used in workplace such as Tourism. English for tourism is a language used for the purposes of communicating among people working in tourism with their customers (Rață, 2013).

Tourism as international service industry places huge importance on intercultural communication, and the use of English is needed (Wilson A. , 2018). The writer conducted her internship in one of the tourism places in West Java, Indonesia. According to her observation, communication was essential primarily when someone worked in the tourism sector. Because of the ease of transportation in the world, it is easier for foreigners from any continent, Asia, Africa, America, and Europe, to experience a vacation between cities and countries. During the writer internship at Saung Angklung Udjo, the writer discovered that many international visitors were interested to visit tourism place in Indonesia. The high enthusiasm for international visitors to visit tourist attractions in Indonesia

requires the employees who work in tourism industry to understand English to communicate with international visitors.

According to the writer observation during internship, she discovered that pronunciation might be one of the speaking aspects that need to be considered. According to Gilakjani (2016) pronunciation should be the real purpose of oral communication. It should be viewed as an important part of communication more than correct production of individual sounds or words. She continued that good pronunciation is a key factor for effective communication. Furthermore, Wahiuzzaman (2017) stated while speaking in English, a speaker needs to make a positive impression with good pronunciation. He added if ones have bad pronunciation, it can ruin the chance of conveying the information

Bolton and Kachru (2006) argued that English that is spoken all over the world has its own types of pronunciation when speaking it. It shows that the English pronunciation of each country is different where the difference might be influenced by several factors, such as the origin of the country and even one's accent. According to Stiltner (n.d) Pronunciation of a word can differ depending on regional dialects or accents, the ability to understand the pronunciation can sometimes require a person to be familiar with the regional dialect and accent of the speaker. Because there are varieties of pronunciation, there could be a problem

According to the writer's observation during her internship program, some staff had a problem while communicating with international visitors because of the different English pronunciation of the visitors who were non-native English

speakers. Thus, the writer would like to conduct a study case regarding the varieties of English pronunciation used by the international visitors.

1.2 Statements of the Problems

1.2.1. What were the varieties of English pronunciation used by the international visitors in Saung Angklung Udjo?

1.2.2. How did pronunciation affect communication between Guest Relation Officer and International visitors in Saung Angklung Udjo?

1.3 Objectives of the Study

1.3.1 To identify the varieties of English pronunciation used by the international visitors in Saung Angklung Udjo

1.3.2 To discover how pronunciation affected communication between Guest Relation Officer staff and international visitors in Saung Angklung Udjo.

1.4 Significance of the Study

1.4.1 For the writer

The benefits of this final report are to:

- Improve the writer's communication skill in communicating with international visitors
- Encourage self-confidence in public speaking; and
- Be used as a knowledge regarding English pronunciation used by non-native English speakers.

1.4.2 For the alma mater

- Improve the quality and skill for its student in understanding English pronunciation used by non-native English speakers
- Develop English Diploma Program education quality especially in English pronunciation course
- Establish cooperation with PT. Saung Angklung Udjo

1.4.3 For the company/ institution

- Be used as a suggestion to improve their services especially in their communication skill for the international visitors in the future
- Establish cooperation with Universitas Airlangga

1.4.4 For other interns

- Assess their ability as a good employee
- Be used as a suggestion or reference for them to make final report

1.5 Review of Related Literature

1.5.1. Varieties of English Pronunciation Used by International Visitors at Saung Angklung Udjo

Gilakjani (2016) defined pronunciation as the production of English sounds. Inaccuracy in pronunciation in the target language is likely caused by interference from the first language (Florez, 1998).

Linguistic is the study of human speech including the units, nature, structure, and modification of language (Linguistic, 2020). Phonology and phonetics are the branches of linguistics. Phonology is responsible for the patterning of speech

sounds, while phonetics is responsible for the articulation of speech sounds. The best-known system for phonetic is International Phonetic Alphabet (IPA) to represent each sound of human speech and language such as English (O'grady, Archibald, Aronoff, & Rees-Miller, 2017).

The phonetic transcriptions of each consonant sound are listed on the Table 1 below

Table 1 IPA Consonant Chart (Association, n.d)

THE INTERNATIONAL PHONETIC ALPHABET (revised to 2018)

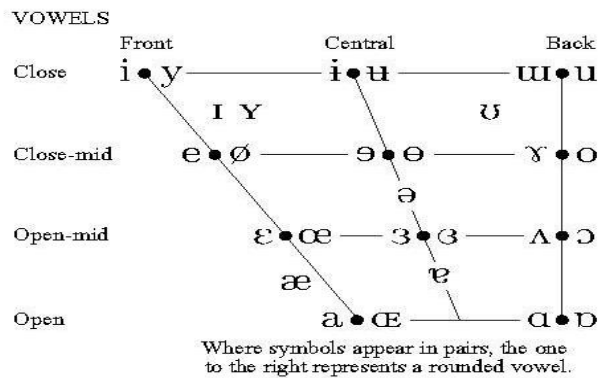
CONSONANTS (PULMONIC)											© 2018 IPA	
	Bilabial	Labiodental	Dental	Alveolar	Postalveolar	Retroflex	Palatal	Velar	Uvular	Pharyngeal	Glottal	
Plosive	p b			t d		ʈ ɖ	c ɟ	k ɡ	q ɢ		ʔ	
Nasal	m	ɱ		n		ɳ	ɲ	ŋ	ɴ			
Trill				r					ʀ			
Tap or Flap				ɾ		ɽ						
Fricative	ɸ β	f v	θ ð	s z	ʃ ʒ	ʂ ʐ	ç ʝ	x ɣ	χ ʁ	ħ ʕ	h ɦ	
Lateral fricative				ɬ ɮ								
Approximant		ʋ		ɹ		ɻ	j	ɰ				
Lateral approximant				l		ɭ	ʎ	ʟ				

Symbols to the right in a cell are voiced, to the left are voiceless. Shaded areas denote articulations judged impossible.

The phonetic transcriptions of each vowel sound are listed on the Table 2

below

Table 2 IPA Vowel Chart (Association, n.d)



The phonetic transcriptions of suprasegmental symbols are listed on the Table 3 below

Table 3 IPA Suprasegmentals Chart (Genetti, 2018)

SUPRASEGMENTALS	
	Primary stress <i>ˈ</i> foʊnoʊˈtɪʃən
	Secondary stress <i>ˌ</i>
ː	Long eː
ˑ	Half-long eˑ
◌̥	Extra-short e̥
	Minor (foot) group
	Major (intonation) group
ˌ	Syllable break .i.a.kt
◌̣	Linking (absence of a break)
TONES AND WORD ACCENTS	
LEVEL	
é or ˥	Extra high
é	High
ē	Mid
è	Low
è	Extra low
↓	Downstep
↑	Upstep
CONTOUR	
é or ˥	Rising
è	Falling
ē	High rising
è	Low rising
é	Rising-falling
↗	Global rise
↘	Global fall

The speech sounds for English consonants are described in the following Table 4

Table 4 English Consonants IPA Chart (Genetti, 2018)

TABLE 2.1 IPA chart for English consonants								
	Bilabial	Labiodental	Dental	Alveolar	Postalveolar	Palatal	Velar	Glottal
Oral stops	p	b		t	d		k	g
Affricates					tʃ	dʒ		
Nasal stops		m		n			ŋ	
Flap (tap)				(r)				
Fricatives		f	v	θ	ð	s	z	ʃ
Central approximants	w			ɹ		j	w	
Lateral approximants				l				

The speech sounds for American English vowels are described in the following Table 5

Table 5 American English Vowels IPA Chart (Genetti, 2018)

		Front	Central	Back
High	Tense	i		u
	Lax	ɪ		ʊ
Mid	Tense	e		o
	Lax	ɛ	ə	
				ʌ
Low	Lax	æ	a	

The speech sounds for British English vowels are described in the following Table 6

Table 6 British English Vowels IPA Chart (Genetti, 2018)

		Front	Central	Back
High	Tense	i		u
	Lax	ɪ		ʊ
Mid	Tense	e	ɜ	o
	Lax	ɛ	ə	ɔ
				ʌ
Low	Lax	æ		ɑ ɒ

Metruk (2016) stated in his research that there are many varieties of English pronunciation around the world, such as American English, British English, Indian English, and other. Furthermore, Odlin (1989) stated that there is no little doubt that native language phonetics and phonology are powerful influences on second language pronunciation.

According to Englishes (n.d) The British and American English sounds /θ/ and /ð/ are treated differently in Singapore and Malaysian English pronunciation. Singaporean and Malaysian often pronounce the 'th' sound as /t/ and /d/ (as in thing /ti/ and though /do/). People from China and Hong Kong also have some English pronunciation. Some may also add insertion of extra vowel in a word.

In French phonetic any vowel followed by nasal consonants /m/ or /n/ the vowel is nasalized, and the consonant is not pronounced unless followed by another consonant (Press, Bihan, & Bihan, 2004). Martinez (2016) also stated French apply a nasal vowel if it followed by nasal consonants. The English of a French speaker are often influenced by their L1. L1 influences on how they pronounce vowels or consonants in English (Capliez, 2016)

According to Reed and Levis (2019) Korean speakers of English have difficulty in producing the sounds of some vowels and consonants in English because phonological interference of their language. English consonants like /f/, /v/, /θ/, and /ð/ are often pronounced /p/, /b/, /d/, /s/. The consonant /r/ is often pronounced with /l/. Wilson S. (2015) also stated Korean often adds an extra vowel sound after a consonant in syllable in the final position. Korean are often having confusion with /l/ and /r/ when speaking in English, they often replace English /r/ sound with the English /l/ and vice versa.

1.5.2. How Pronunciation Affect Communication Between GRO Staff and International Visitors.

According to Prodanovska-Poposka (2017) speaking as a productive skill is one of the very first matters that foreign language users face when using the new language. She added pronunciation is an important part of speaking skills, and poor pronunciation can have negative effects on the speakers such as when they participating in social interactions. Furthermore, Linge (2014) stated bad pronunciation does influence communicative ability. If the listener needs to guess what sound the speake is trying to produce, it is harder to understand the ideas the speaker is trying to convey.

Stiltner (n.d) stated pronunciation, which refers to the way a word is spoken, contributes to how an individual is understood by the listener. Pronunciation of a word can differ depending on regional dialects and accents. For example, someone with a British English accent and someone with an American English accent may pronounce /tomato/ differently. This shows that the ability to understand these pronunciations can sometimes require a person to be familiar with the regional dialect and accent of the speaker (Stiltner, n.d).

Utari (2016) stated that unclear or different sounds from the one should be pronounced, it might make a different meaning or interpretation. Moreover, Stiltner (n.d) stated some people might think pronunciation is not crucial to real understanding, but it is essential to clear communication. People can understand strong accents and mispronunciation most of the time, but it takes added concentration and effort that makes it challenging to keep a conversation going.

1.6 Methods of the Report

1.6.1. Location and participants

The writer conducted the case study in Saung Angklung Udjo to the visitors who came from overseas when the visitors went to the ticketing section or near the performance area. The writer asked the supervisor so the writer can get involved in communicating with the visitors. The writer analyzed all the international visitors who came from Asia, Australia, Europe, and America.

As term of participants' backgrounds, the writer asked the visitors where they came from whenever they bought the tickets. The writer used English and body gestures to help while communicating with the visitors.

1.6.2. Data collection

In collecting the data for this final report, the writer did several methods

1.6.2.1 Observation

In order to collect the data, the writer observed the international visitors' speeches, gestures, and behaviors.

1.6.2.2 Note taking

To help the writer while doing observation, the writer also did note taking. Since the conversation and the condition were impossible to write the notes by hand, the writer typed it on her phone.

1.6.2.3 Recording

To collect the data that were related to the topic, the writer recorded the conversation between her and the international visitors. Since sometime the

condition was pretty hectic and it was impossible to write, the writer hanged her phone around her neck while talking with the visitors. The recording will be elaborated.

1.7 Data Analysis

In analysing the data, the writer used three techniques as follow below

Table 7 Data Analysis

Unit of Analysis	Data Analysis Techniques
The varieties of the English pronunciation used by the international visitor at Saung Angklung Udjo	Recording, note taking, and observation.
How pronunciation affected communication between GRO staff and international visitors.	Recording, note taking, and observation.

1.8 Framework of the Report

