

CHAPTER I

INTRODUCTION

1.1 Background of the Report

Tourism is travel for recreational, leisure, or business purposes (Virtual University for the Small States of the Commonwealth, 2006). Recently, tour guide has played an important role of successful performances of destination in modern tourism (Rabotic, 2010, p. 353). These assumption can be considered that tour guide as an agent that can enhance the impression or perception of destination to the tourists. Since a tour guide has an important role in a tourism industry, tour guide should have great capabilities in order to satisfy their guests. Tour guide is expected to have good interpreting skills since tour guide's duty is communication oriented. Interpreting is part of communication which can help in explaining the meaning from source language to target language.

Interpreting skills become very important part in the tourism fields. The goals of interpreting in tourism is to explain the tourists about the importance of various natural and cultural attractions at destination (Saputra, Saragih, Muchtar, 2017). The tourists will satisfy in their trip if they get a lot of cultural things about the tourism places they visit. For some cases, the tourists will find the culture from the locals around the tourism places. Research by Tanja et al. (2011) supports that the quality of interactions between the guests and locals contributes in tourists experience and

perception of the visited destination. Unfortunately, not all of locals speak English well, especially for those who live in a country that English is not their mother tongue. Therefore, interpreting skills are needed for tour guide in tourism field to help the tourists and locals communicate well without any misunderstanding.

Tour guide may find some lacks of interpreting skills in tourism. Misunderstanding becomes something that is common during interpreting. Virtual University for the Small States of the Commonwealth (2006) study found that interpreting is often hard to do because it can either mean difference, acknowledgement or a lack of misunderstanding of the message, even the feedback is non-verbal communication such as silence. Moreover, in order to avoid misunderstanding and misinterpreting, tour guide must have good interpreting skills. The reason behind this assumption is that one or both assume that they understand what they mean, but unfortunately they have wrong interpretation because there are several words that have different meanings in each country.

According to my experiences, interpreting skills are really important in tourism. Lackey (2016) argued that tourism bodies believe that a tourist's guide roles not only directing the way but also cultural and environmental interpretation at a site. As a tour guide, I did not just explain about the places but my interpreting skills also were being implemented in guiding activity. Mostly, I used interpreting skills when the tourists wanted to communicate with locals or vice versa. It can happen because most of the locals have limited English proficiency. I used the interpreting methods and also faced

some problems in doing interpreting. In addition, an interpreter is supposed to not only master the interpreting methods but also be aware of the problems.

I conducted my internship in Malang Tourist Information Center (MTIC) as tour guide. I chose Malang Tourist Information center (MTIC) as my internship place because I assumed that there were a lot of misinterpreting and misunderstanding in guiding activity. In this circumstance, I would like to observe how the tour guide and staff in Malang Tourist Information Center (MTIC) applied interpreting skills in tourists. Furthermore, this issue is discussed in this final report under the title “Interpreting problems and methods used by tour guide in MTIC”.

1.2 Statement of Problem

There are two main problems in this report, those are:

- 1.2.1 What problems did the tour guide and staff at Malang Tourist Information Center (MTIC) experience while doing interpreting between tourists and locals?
- 1.2.2 What methods did the tour guide at Malang Tourism Information Center (MTIC) use while doing interpreting between tourists and locals?

1.3 Purpose of the Report

The purposes of the report in the internship are in the following:

- 1.3.1 To discover the problems experienced by tour guide and staff at Malang Tourist Information Center (MTIC) while doing interpreting between tourists and locals.

1.3.2 To discover the methods used by tour guide at Malang Tourist Information Center (MTIC) while doing interpreting between tourists and locals.

1.4 Significance of the Report

1.4.1 For the writer

This final report is beneficial for the writer in developing the writer's experience in a real-world work as a tour guide. It is also beneficial for the writer in gaining more knowledge and information about methods and problems in interpreting as a tour guide.

1.4.2 For the Alma Mater

This final report is beneficial for the alma mater in improving the educational quality of English Diploma Universitas Airlangga, exploring the knowledge to improve the quality of English Diploma student's ability in interpreting from source language to target language and encouraging cooperation relationship between Universitas Airlangga and Malang Tourist Information Center (MTIC).

1.4.3 For the Company/ Institution

This final report is beneficial for the company/ institution to improve the quality of Malang Tourist Information Center (MTIC) in interpreting and delivering successful communication with the tourist.

1.4.4 For Interns

This final report is beneficial for interns in improving knowledge about methods and problems in interpreting, also improving knowledge about how to be a good interpreter.

1.5 Review of Related Literature

1.5.1 Problems on Interpreting

It is true that there might be any problems during interpreting from source language to target language. The problems could be from the interpreter, the speaker or also the situation. There are three factors that might be problems on interpreting. First listening problems, lack of local culture, and lack of language fluency.

First, problems on interpreting is caused because of the listening problems. According to Pratiwi (2016) errors in consecutive interpreting occur because the interpreter does not have good listening skills enough. There are some reasons why these things happened in interpreting activity, nervousness and environment could be the factors that can affect the listening skills. Field (2009) states that a problem of understanding and listening in interpreting is caused by a new vocabulary that the interpreter does not know. In addition, listening skills are very important and must be owned by the interpreter.

Second, lack of local culture can lead into the interpreting problems. According to Hale (2013) the misleading cultural differences are blamed for all communication problems between speakers of different languages. Challenges arise because of not

only the content of the word but also the culture of the word. Since different country has different culture, it can impact to their language also. The speaker often experience this cases when they assume that they understand about what other people mean, but unfortunately they have misinterpreting.

Last but not least, lack of language fluency also becomes part of interpreting problems. The main category of errors in language fluency is grammatical errors. Since interpreter's duty is communication oriented, lack of English proficiency represents a serious barrier in communication (Baurer & Alegria, 2010). The reason why an interpreter should owned language proficiency is that it can avoid the misunderstanding in interpreting.

1.5.2 Methods of Interpreting

According to Del Corona (1997) simultaneous, consecutive and the liason are three main modes of interpreting. In other hands, according to Cerezo (2015), interpreting has two main modes, such as simultaneous and consecutive.

Consecutive interpreting is when the interpreter begins when the speaker has finished a sentence or part of speech. Saputra, Saragih and Muchtar (2017) states that the interpretation of the complete message is delivered after the speaker has stopped producing the source utterances. When the speaker finishes, the interpreter can start to interpret what the speaker say and they will speak in turn. According to Baker (2010), consecutive interpreting is practiced by professional as well as non-professional interpreter who has limited training and proficiency. This method becomes the most

frequent methods used in interpreting because the interpreter can do as an interpreter without having training and proficiency, as long as the interpreter has a good English speaking skills.

Next, simultaneous interpreting is the method of interpreting in which the interpreter produces his/her speech while the speaker is speaking (Gile, 2018). In this interpreting methods, the interpreter do his/her interpret during the speaker deliver his speech. Simultaneous interpreting normally works in team of two person (Saputra, Saragih, & Muchtar, 2017). The reason behind this assumption is because simultaneous interpreting is widely assumed that the pressure is too high for only one person.

1.6 Methods of the Report

1.6.1 Location and Participant

I conducted a case study in Malang Tourist Information Center (MTIC) as a tour guide. Malang Tourist Information Center (MTIC) also has another office which named Bromo Holiday. In this case, I asked the leader to involve them in my study. After I got permission, the leader showed several things that I could do and could not do during the study.

1.6.2 Data Collection

In carrying out the study, I used one instruments below:

1.6.2.1 Observation

I used observation to discover the interpreting methods frequently used by tour guide in Malang Tourist Information Center (MTIC) to interpret what the tourists

need to the locals or vice versa. Also, I used audio recordings to find out the common problems while doing interpreting. Then I could find the interpreting methods and problems faced by tour guide and staff in Malang Tourist Information Center (MTIC). I recorded and transcribed the interpreting dialog among tourists and locals.

1.6.3 Data Analysis

In terms of data analysis, I use triangulation of data collection techniques to answer the statements of problem. Further, in accordance with the statement of problem, I could generate two units of analysis which could be answered by using triangulation of data collection techniques. Let's take a look at the following table.

Table 1. Triangulation of data collection techniques to answer statements of problems.

Units of analysis	Data Collection techniques
The tour guide and staff's problem in doing interpreting.	Observation
The interpreting methods used by tour guide.	Observation

Table 1. Triangulation of data collection techniques

Following up the table 1 below, I analyzed the data collected from each of instruments separately based on the units of analysis. After I find patterns from each of data, I merge the findings from each of data to answer statements of problem.

1.7 Framework of the Report

