

Japanese Language Interference by Hotel Staf in Badung Regency in Serving Japanese Travelers

Wayan Nurita¹, Ni Wayan Meidariani²

^{1,2}Sekolah Tinggi Bahasa Asing (STIBA) Saraswati, Indonesia
email: ¹nuritabali@yahoo.com, ²meidariani@hotmail.com

ABSTRACT

This study intended to determine the forms of Japanese language interference and the factors that caused them during the service of the Japanese tourists in several hotels in Badung Regency. The methods used in this study were the referral method, survey method and proficient method. The results of the study indicated that there were several forms of hotel and restaurant staff interference in serving Japanese tourists in several hotels in Badung Regency including: (a) pronunciation of Japanese sound units which were influenced by the dialect of the mother tongue of hotel staff, (b) morphological and syntactic, since in Japanese there are *kenjougo*, *songkeigo* (language level), and (c) vocabulary (lexical interference), in various forms, occurring in basic words, groups of words and phrases. This, if left directly or indirectly will affect the satisfaction of Japanese tourists, which in turn will lead to complaints to the hotel concerned and the world of Bali tourism in general.

Keywords: interference, Japanese, service, hotel staff, Badung Regency.

INTRODUCTION

Bali, as one of the world-class tourist destinations, still remains the main destination for tourists both domestic and foreign tourists each year. The latest data on the number of foreign tourists who came to Bali in February 2018 according to the Central Bureau of Statistics of Bali Province was recorded at 452,423 visits. This figure increased by 26.35 percent compared to the record in January 2018 (m to m). When compared to February 2017 (y on y), there was a decrease in the number of foreign tourists visiting by 0.34 percent.

Based on citizenship, the latest data in the same month show the number of foreign tourist visits to Bali, namely: China as the most visitors (143,567), Australia at number two (70,946), India at number three (26,514), Japan at number four (21,647), and England at number five (16,455). These data showed that Japanese tourists still ranked fourth in the low season. This might change as the spring break in Japan at the

beginning of May each year, known as the Golden Week, which may significantly increase the number of Japanese tourists.

The visit of Japanese tourists to Bali, who annually rank at least the top five, required good quality services when using hotel, restaurant and other public facilities while in Bali. Some elements of service, according to Parasuraman (in Tjiptono, 2002: 69), in the service industry related to tourist services include: Communication, namely communication or the relationship between service recipients and service providers, Competence, namely the ability or skills of service providers needed by everyone in the company to provide services to recipients of services, courtesy, namely courtesy, respect, attention and similarity in personnel relations.

According to the statement above, the hotel staff are human resources consisting of knowledge, language skills (Japanese), and attitudes which are all also supported by facilities at each of these hotels. The services refer to the stay of Japanese tourists at several hotels in Badung Regency such as: Conrad Bali Hotel in Tanjung Bena, Ayodya Hotel in Nusa Dua, Watermark Hotel & Spa in Jimbaran, Four Season Jimbaran, and Kartika Plaza Hotels in Kuta that have a Japanese market base as the object of research.

Japanese is the most important element in serving Japanese tourists who stay in each of the hotels that have the Japanese market mentioned above. For this reason, hotel staff who have Japanese language proficiency in serving Japanese tourists should pay attention to Japanese language rules specifically used in Japanese tourist services as long as they use the facilities in their place of stay both on arrival, during their stay (in house guest), and when making transactions to check out.

The services to Japanese tourists who use facilities in several hotels in this study, in using Japanese specifically for hospitality, from the initial assessment in the field there were still Japanese language interference by hotel staff towards the tourists. Interference is a mistake caused by a tendency to familiarize the pronunciation (utterance) of a language with other languages, including pronunciation of sound units, grammar, and vocabulary.

Some examples of interference as initial data obtained in eight of several hotel staff in the context of serving Japanese tourists from the time of arrival (check in),

during their stay at the hotel (in-house guest) or when making transactions when leaving the hotel (check out). Some of these utterances include:

ちょっと待ってください。(Chotto matte kudasai: Please wait a moment).
子供は何人ですか。(Kodomo wa nannin desuka: How many children do you have?).
ありがとうございました、バリはまた来てください。(Arigatou gozaimashita, bari wa mata kite kudasai: Thank you, please come again to Bali).
お皿は掃除することができますか。(Osara wa shoujisuru kotoga dekimasuka: May I clean your table?).お支払いはカードで払いません。(Oshiharai wa kaado de haraimasen: We do not accept payment with credit card).

Some of the utterances used by the hotel staff are not in accordance with Japanese rules used in serving Japanese tourists. Some parts that do not comply with the rules can be described as follows.

1. ちょっと待ってください。(Chotto matte kudasai: Please wait a moment).
2. 子供は何人ですか。(Kodomo wa nannin desuka: How many children do you have?).
3. ありがとうございました、バリはまた来てください。(Arigatou gozaimashita, bari wa mata kite kudasai: Thank you, please come again to Bali).
4. お皿は掃除することができますか。(Osara wa shoujisuru kotoga dekimasuka: May I clean your table?).
5. お支払いはカードで払いません。(Oshiharai wa kaado de haraimasen: We do not accept payment with credit card).

The five sentences delivered from several different hotel staff in several hotels that were the object of this research in sentences 1, 2 and 3 are context sentences that are used in everyday life as ordinary Japanese in connection with communication with colleagues who are already familiar, family, or boss to subordinates. Whereas the 4th and 5th sentences indeed express politeness for service but not entirely polite. This, if left directly or indirectly, will affect the satisfaction of Japanese tourists, which in turn will lead to complaints to the hotel concerned and the tourism in Bali in general.

Based on the facts above, this study intends to know the forms of Japanese interference. So that in the end by knowing the forms of Japanese language

interference at the hotel staff, a solution can be found to improve the interference in order to provide the best service for Japanese tourists' satisfaction upon arrival, during their stay, and give an impression of returning to their country.

This research was conducted for 1 year consisting of 8 months. In the current year of the study, the authors conducted observations about the forms of interference of hotel staff in Badung Regency, followed by designing books as teaching materials for Japanese Hospitality as the outcome of this research. Books are designed based on observations of deviations that hotel staff often do in serving Japanese tourists. Based on this form of deviation, a book was prepared as a guide for hotel staff in serving Japanese.

Based on the description in the background above, two problems can be formulated as to how the forms of interference with Japanese hotel staff in Badung Regency when serving Japanese tourists. The purpose of this study is as follows. (1) The general objective is to understand the overall matters relating to tourist services in the world of hospitality, especially in the service of Japanese tourists; and (2) The specific objective in this study was to determine the Japanese language interference of hotel staff in Badung Regency in serving Japanese tourists.

This study uses several literature that has relevance to the topic raised both in the form of books in Indonesian and foreign languages (Japanese and English) and other published literature that will later be used to dissect the issues raised in this study. Some of the literature includes:

1. JAL ACADEMI Co. Ltd. 2003. *Japanese for Hotel Staff* 「サービス日本語—ホテルスタッフ編—」
2. Kusherdyana. 2013. *Pemahaman Lintas Budaya: dalam Konteks Pariwisata dan Hospitalitas*. Bandung: Alfabeta.
3. Udoyono, Bambang. 2008. *SUKSES Menjadi Pramuwisata Profesional*. Jakarta: Keisaint Blanc.
4. JICA (Japan International Cooperation Agency). 1986. *Percakapan Sederhana dalam Bahasa Jepang*. Tokyo: Divisi Urusan Latihan JICA.
5. Morrissan. 2013. *Teori Komunikasi: Individu Hingga Massa*. Jakarta: Kencana Prenada Media Group.

6. Davies, Roger J and Osamu Ikeno. 2002. *The Japanese Mind: Understanding Contemporary Japanese Culture*. Tokyo: Tuttle Publishing.
7. Djadjasudarma, Fatimah. 2017. *Wacana & Pragmatik*. Bandung: Redika Aditama.
8. Agusnawar. 2002. *Pengetahuan Operasional Kantor Depan*. Jakarta: PT. Perca.
9. Endar Sugiarto. 2004. *Operasional Kantor Depan Hotel*. Jakarta: PT. Gramedia Pusat Utama.

RESEARCH METHODS

The research location was located in Badung Regency by targeting hotels with Japanese markets in the Jimbaran, Nusa Dua and Kuta areas. To focus more on data collection, 4 hotels were chosen, namely: (1) Conrad Bali Hotels, (2) Ayodya Hotels, (3) Hotel Watermark, and (4) Fourseason as research locations. The four hotels were chosen because there were a GRO Japanese division or Front Office staff and restaurant staff who could speak Japanese in handling services to Japanese tourists. Besides that, the hotel had a reputation among Japanese tourists so that the number of Japanese tourist occupancy in the hotel was ranked high. With this in mind, it would facilitate the discovery of research data.

This research was a descriptive-qualitative study that explained Japanese language interference spoken by hotel staff. The types of data sources in this study were primary data, namely data obtained directly from informants at the research location. The informants used were local staff at the front office of the Hotel. The selection of informants was based on the following criteria. (1) Indonesian citizenship, (2) able to speak Japanese, (3) working at the front office of a hotel at least 2 years, (4) aged between 30-50 years, (5) willing to become informants.

The informants were selected to obtain data in the form of deviations from Japanese phrases used by local staff in serving Japanese tourists in four hotels in Badung Regency. Research instruments needed to capture data about Japanese language deviations Front office staff at the hotel. To support the data collection process, several research instruments were used. The research instrument was a recording device to record speeches carried out by informants.

The first step taken in collecting data was to determine the informants who would be asked for information according to the criteria that have been determined. After determining the informant category, steps were taken to collect data in order to obtain more diverse data. Several methods were used to obtain more in-depth information. There were three methods used to get the data, namely the referral, survey and proficient methods.

The method of referring to this was done by observing the Japanese language speech of local staff at the hotel to find interference expressions. In this method two techniques were used, namely basic techniques and advanced techniques. The basic technique used tapping techniques, namely the implementation of referral methods by tapping the use of one's language or several people (Jati Kesuma, 2007: 43). At this stage listening was carried out by tapping the speech from the informant when it comes in contact with Japanese tourists. In addition to basic techniques, advanced techniques were also used. The following were the advanced techniques used to collect data: (1) Listen freely in conversation, in the process of finding data the researcher was not directly involved in the conversation with the informants so as not to interfere with communication between informants and Japanese tourists and to obtain data that was natural. (2) Record. Record technique was a data collection technique by recording language usage (Jati kesuma, 2007: 45). At this stage the observation of the Indonesian language speech of Japanese people was recorded using a recording device in the form of a sound recorder. This was done to make it easier to listen to the dialogue that occurred during the observation process. The recording process was carried out without the knowledge of the informant so as not to disturb the reasonableness of the ongoing communication activities.

In addition to the referral method, in this study survey methods were used in data collection. The researcher distributed questionnaires or a structured list of questions to informants to obtain information relating to this research. The survey questionnaire contained a list of open and closed questions. Informants were asked to provide answers or comments according to the experience of the informants, in addition to being asked to give comments, informants were also asked to choose the most suitable answer from the multiple choice. In this method the researcher conducted a

conversation and asked a number of questions to the informant to dig deeper information. The technique used was proficient as soon as the researcher conducts a conversation by dealing directly with the informant. This method was used to get more varied data.

The data obtained from informants in the form of observations, recording and results of interviews were then selected and classified to be used as data corpus. After the data had been collected, they were then analyzed using the intralingual equivalent method because the data were analyzed by connecting intralingual elements. In addition, a translational equivalent method was done by using other languages outside the language studied as a determinant because in this study analyzing data using other languages as an influence on deviations in Japanese. The techniques used were basic techniques and advanced techniques. The basic technique was using the determinant technique while the advanced technique used the comparative connection technique, namely data analysis techniques by comparing linguistic units analyzed with a determinant in the form of an appeal relationship between all determinants that were relevant to all elements of the specified linguistic unit (2007: 53). In the comparative connection technique, analyzing data by comparing data about Japanese language interference with other languages that enter Japanese so that the differences and similarities were identified to find distorted forms of Japanese. The stages carried out to produce the results of the analysis were as follows: 1. The entire data was analyzed by connecting elements in Japanese with other languages that enter Japanese so that forms of Japanese language deviation were found; 2. Data obtained from the results of questionnaires and interviews were analyzed using a qualitative descriptive analysis model. This method was used to describe and explain and find interference in Japanese language usage that occurs in hotel staff in Badung Regency. After the data was analyzed, the results of the analysis were presented in a qualitative descriptive method.

DISCUSSION

Interference is a mistake caused by a tendency to familiarize the pronunciation (utterance) of a language with other languages, including pronunciation of sound units, grammar, and vocabulary. The term interference is first used by Weinreich (Chaer and

Leonie Agustina, 2004: 121) that to refer to a system change in a language due to the presence of the language with other language elements performed by speakers who are bilingual. Bilingual speakers are speakers who use two languages alternately; and multilingual speakers, if there are, of course speakers who can use many languages in turn. However, the ability of each speaker to speak mother tongue and foreign languages varies greatly. There are speakers who speak their mother tongue and foreign languages equally well, but some do not; in fact, there are those whose abilities towards foreign languages are very minimal.

Some forms of hotel and restaurant staff interference in serving Japanese tourists in several hotels in Badung Regency. Based on the data collected in the field during observations can be described as follows.

(1) Pronunciation

Regarding the interference of Japanese pronunciation experienced by some hotel staff in serving Japanese tourists can be seen in the results of the interview excerpts as follows below. The opinion expressed by I Made Alus Marsidia, staff of the Conrad Hotel in Tanjung Benoa on Wednesday, August 1, 2018 regarding Japanese pronunciation in serving Japanese tourists, he said: "The obstacle is almost me with Japanese vocabulary, Japanese tourists have different pronunciation. Some words have pronunciation that is almost the same but have different meanings, for example the word "*Byouin* (hospital) and the word *biyouin* (beauty salon) are often wrong in communicating with Japanese guests. How to deal with using known pronunciation or with more understandable vocabulary".

An interesting experience was experienced by the informant above when several groups of Japanese female tourists approached his desk. One of them asked: "こんにちは。すみません、この美容院はルに美容院はありますか". Hearing the tourists' questions was answered with: " Then some of the Japanese tourists laughed and one of them holding his hair said "美容院だよ、エアーカットです". After emphasizing the statement, the hotel staff understood the intentions of tourists, namely to find a beauty salon to cut their hair. Other hotel staff on behalf of Made Rampin from Ayodya Resort and Spa in Nusa Dua, when interviewed on Monday, September 10

2018 said: "Constraints of pronunciation can be said to be a difficult thing because the mispronunciation can have different meanings such as the word" biyouin with byouin ", not to mention words that have vowels za, zi, zu, ze, zo; eg the word mizu (water), often pronounced a misu so that if we say something wrong Japanese tourists will be confused and ask again. Besides that, each Japanese tourist also said the same words in different words, making me confused too.

Still regarding the pronunciation of Japanese intonation, Rizal Rizaldi as one of the Wsenses Restaurant staff who can speak Japanese at the Water Mark Kuta Hotel, when interviewed on Thursday, September 18, 2018 regarding Japanese pronunciation while serving Japanese tourists at the restaurant where he worked said: "Constraints in pronunciation for me are still many who can speak Japanese, including myself, being carried away by the dialect of each local language, sticking to Javanese, Balinese and other regional languages according to the mother tongue of each restaurant staff."

The dialect of each hotel staff, for example, the above informant when speaking Japanese with a "z" tone is considered difficult for him, for example when tourists say: "すみません、水ありますか?" he replied: "はい、みずはもらいます". In the context of this conversation because tourists have understood what they mean, without repairing or reprimanding the hotel staff's mistakes, the tourists will go to the restaurant asking for water.

The opinions of other hotel staff on behalf of Ni Putu Wahyunita staff of the Japanese Guest Relation Officer at Fourseasons Resort Jimbaran regarding Japanese pronunciation in serving Japanese tourists, when interviewed on Monday, October 8, 2018 said the following opinion. "The pronunciation problem that I often experience is the short length of pronunciation as well as words that contain tones (za, zi, zu, ze, zo). Sometimes when we say the word mizo (got) we say miso (a kind of soup), and other words which if the pronunciation is wrong will mean different things. This causes miscommunication in serving Japanese tourists. "

Based on the results of interviews from several informants above who still have the same relevance about the occurrence of interference caused by pronunciation of sound units, it can be said that the pronunciation of foreign languages (Japanese) in serving tourists in several hotels and restaurants in the Badung Regency area by hotel staff is

still strongly influenced by the mother tongue dialect of the hotel staff so that tourists sometimes still need to be sure of the meaning of the words spoken by the hotel staff. The hotel staff in serving Japanese tourists by using Japanese as a foreign language, shows that they still experience problems in terms of pronunciation. This is in accordance with the opinions of Ervin and Osgood (Chaer and Leonie Agustina, 2004: 121) that the ability of foreign languages of the hotel staff is much lower or not the same as the ability of their native language which is called plural language skills. Speakers who have this plural ability usually have difficulty in using their foreign language (Japanese) because it will be influenced by the speaker's mother tongue.

The fact above is in line with the opinion of Jendra, (2007: 146) that interference in terms of the perpetrators is individual and is considered a symptom of deviation in language life because the absorption element actually exists in the recipient's language. The culprit who carries the absorbed element is certainly a bilingual person and is rarely carried out by an eucharist. Productive or receptive interference contained in individual language actors is called interference treatment or performance interference.

An individual who is learning a second / foreign language at the initial level often interferes with treatment, but even for a long bilingual person sometimes the interference of treatment depends on the person concerned, while the outside factor has little effect. Interference treatment at the beginning of a person learning a second language or a foreign language is called developmental interference or learning interference which in each foreign language is called developmental interference or learning interference.

With regard to the dialect of the mother tongue (area) which is intertwined when the hotel staff when communicating with Japanese tourists is strengthened by Jendra, (2007: 147) with an example that Indonesian speakers from Bali, Aceh, or Lombok speak Indonesian with the words- the word containing the phoneme sound / t / will be pronounced the fopem with / t / apicoalveolar retroflex, short of a bit more behind the tip of the speaker tongue compared to the correct speech. Such phonological interference is called replacement interference or substitution interference. The reason is called because the phrase / t / is replaced with a greeting that matches the 'tongue' of the son

of Bali, Aceh, or Lombok. Examples of Indonesian words / brick / 'brick' are pronounced by the sons of Bali, Aceh and Lombok / bata /; word / but / pronounced / but /, etc.

Seeing this fact, when hotel staff communicate with Japanese tourists who are influenced by a thick dialect, it will be difficult for Japanese tourists to understand the intent of the hotel staff. But on the contrary for Japanese people who can speak Indonesian it is rather difficult to pronounce the phoneme / l / so that if there are words containing the phoneme it will be pronounced like phoneme / r /. Examples of words / buy / will be spoken / give /, word / see / will be pronounced / seen / /. This type of phonological interference is called under differentiation interference.

Besides interference because of the pronunciation, if seen from the interview results of some informants above, it is also in line with the opinion of Chaer and Agustina (2004: 160-161) which states that interference that occurs in the interpretation process is called receptive interference, which is in the form of using Japanese with dialect language Balinese (mother tongue). Whereas interference that occurs in the representation process is called productive interference. Receptive interference and productive interference found in bilingual speaker language behavior are called interference treatments. Interference treatment usually occurs in those who are learning a second language, therefore interference is also called learning interference or development interference. This is because the informants are still in the stages of learning Japanese so the pronunciation is not perfect.

In addition, in communicating with Japanese tourists, hotel staff also insert other words such as English if they do not know Japanese. This situation is called phonological interference. Phonological interference occurs when the speaker expresses the words of a language by inserting the sounds of a language from another language. this aims to facilitate communication so that services for Japanese tourists run well. Phonological interference in accordance with the opinions of experts and the reality on the ground by hotel and restaurant staff in serving Japanese tourists is related to the influence of sound from other languages, in this case the informant's mother tongue. Interference in Japanese occurs because of the influence of regional languages, for example in the Balinese language which is difficult to pronounce existing words: tsu, ze, zo and other words, when speaking Japanese for example the word

"tsua" (tour) is often pronounced with the word "chua" so that the tourists don't understand what the hotel staff is saying. Other words such as those containing vowel "ze" with the word "zenzen" (not at all) are often pronounced "sensen" so that the meaning changes even has no meaning at all.

(2) Interference in Grammar

Viewed from a grammatical point of view, (Nababan, 1984: 123) divides interference events into four types, one of which is that interference occurs when the bilingual identifies the first morpheme or grammar then uses it in a second language. With regard to interference at the point of view of grammar for hotel staff in the tourist area of Badung Regency, some of the results of interview excerpts can be shown below.

Ibu Kartini as a Room Service staff at Ayodya Resort and Spa in Nusa Dua when interviewed by telephone on Monday, November 12, 2018 regarding Japanese grammar used when serving Japanese tourists said her opinion as follows.

"In the field of grammar, Japanese is different from English and Indonesian, often having problems regarding the order of S-P-O-K because it is still carried by the mother tongue, namely Indonesian. One example is if you want to say "I want to drink beer", then if you follow the rules of Indonesian grammar in Japanese it will be: "Watashi wa nomimasu o biiru". Indeed Japanese tourists will understand the meaning but Japanese grammar is wrong because the truth is: "Watashi wa biiru o nomimasu". Not to mention in Japanese there are coarse, ordinary, and smooth languages especially those used in the service of Japanese tourists in Hotels and Restaurants. "

Kadek Suarjana, one of the staff of the Belldesk Ayodya Resort and Spa Nusa Dua who can speak Japanese when interviewed on Monday, November 05 2018 regarding Japanese grammar said: "Most Japanese tourists don't speak English so we have to use Japanese even though sometimes we mix with English even with a body language. Another obstacle concerning the grammar that I experienced when communicating with Japanese tourists experienced many obstacles, especially in Japanese, the language service was subtle, I did not understand Japanese specifically in hotel services. "

In daily services, especially those related to goods, when this informant (Kadek Suarjana) does not understand the language fully he will use mixed language. One of the things he has ever revealed to Japanese tourists is: "your みません、これ all your 荷物ですか". With the context of this sentence, tourists understand what is meant by the informant, and tourists answer: "はい、そうです。ありがとうございました。 Gede Widiastara as one of the Japanese GRO staff at Ayodya Resort and Spa Nusa Dua gave his opinion regarding Japanese grammar when interviewed on Monday, November 5, 2018 stating his views as follows. "Japanese is not the mother tongue of hotel staff, so as good as any can speak Japanese, some are imperfect especially in pronunciation that is influenced by the Balinese language and Indonesian. but we always strive to provide the best service, both with limited language followed by body language, a good facial expression that makes a good impression for Japanese tourists. Obstacles to grammar are clear because they differ greatly from mother tongue, but I always try to explain so that Japanese tourists understand the intentions conveyed. There are times when my Japanese language translates directly like Indonesian grammar, for example, I ask a guest: "なんですかお名前は?" Whereas the truth is: "お名前は何かですか?".

Another hotel staff on behalf of Ni Putu Wahyunita as one of the Japanese GROs in Fourseason Jimbaran, when interviewed on Thursday, November 22, 2018 regarding Japanese grammar in its use to serve Japanese tourists in their daily assignments he said his opinion as follows. "Obstacles to grammar are clear because in Japanese there is kenjougo, sonkeigo. When Japanese tourists speak politely to me, I am confused about the answer. In addition to the grammar for Japanese, service in hospitality is different from Japanese grammar in general. To overcome this, sometimes when I get stuck, I use other terms in English, I can even write on paper so that it becomes clearer in accordance with what Japanese guests mean. "

Ni Putu Artista Ayu as one of the Japanese GROs at the Grand Hyatt Nusa Dua stated her opinion regarding Japanese grammar when interviewed on Wednesday, November 21, 2018 as follows. "Obstacles to grammar are clear because they differ greatly from mother tongue, but I always try to explain so that Japanese tourists

understand the intentions conveyed. In addition, in the grammar used in hospitality services, namely the presence of keigo, kenjougo, and special language of hospitality ".

Various opinions of hotel staff above, in general about the constraints concerning Japanese grammar are still influenced by Indonesian grammar (mother tongue) so that interference with Japanese tourists occurs. Some of the results of excerpts of interviews with informants such as for example if you want to say "I want to drink beer", then if you follow the rules of Indonesian grammar in Japanese it will be: "「私は飲みますを」 Watashi wa nomimasu o biiru". Indeed Japanese tourists will understand the meaning but Japanese grammar is wrong because the truth is: "「私はビールを飲みます」 Watashi wa biiru o nomimasu".

The opinions of other informants related to morphological and syntactic interference suggest that grammatical constraints are clear because in Japanese there is kenjougo, songkeigo. When Japanese tourists speak politely to hotel staff, hotel staff are confused to answer. In addition to the grammar for Japanese, service in hospitality is different from Japanese grammar in general. This situation is in accordance with the opinion of Jendra (2007: 147-148) which states that one of the fields of interference is the field of morphology and syntax. The field of morphology studies the structure of word formation in grammar. Single or complex words are composed of morphemes as the smallest unit. Symptoms of interference in the field of morphology involve many affixes (affixes). Indonesian has many symptoms of interference, both internal interference that comes from relatives and from foreign languages. Some examples, for example, the formation of words laughing, haphazard, trapped, are interference in Javanese language affixes into Indonesian. The words greatness, expensiveness, exhaustion are interference with the + -an affixes of the Javanese language into Indonesian. Javanese affixes can actually be replaced with affixes, while + - an can be replaced with a word too so that words of laughter, confusion and catching can be replaced by laughing, falling apart, trapped.

Morphology and syntax are two fields including grammar (grammar). The syntax field includes a level of language that is lower than the discourse. In fact, language will practically be spoken or written naturally and naturally in the form of a sentence (syntax). Both morphological and syntactic fields are language devices which are rather

difficult to be affected by interference. Therefore, two categories called grammar are considered as elements or closed lists; while other language devices such as the field of sound (phonology) and vocabulary (lexicon) are more easily affected by other languages so that both fields are called open lists (open lists).

Although the syntactic field includes parts that are difficult to influence, interference as a common symptom of language also enters this syntactic interference. This indicates that the influence of language to influence syntax is so deep (intensive). Syntactic level which includes groups of words (phrases), clauses (clauses) are parts that may be subject to interference.

(3) Lexical Interference

Vocabulary interference (lexical interference) occurs in various forms, for example occurs in basic words, levels of groups of words and phrases. With regard to Japanese language vocabulary interference (lexical interference) for hotel staff in serving Japanese tourists in the Badung tourist area, some of the results of interview excerpts can be described below. The opinion expressed by I Made Alus Marsidia, staff of the Conrad Hotel in Tanjung Benoa on Wednesday, August 1, 2018 regarding vocabulary said: "The obstacle that I often experience is the existence of different vocabulary in the mention of one thing even though it has the same meaning. One reason is because in Japanese there are a number of different words but have the same meaning, for example the word "「食べる」taberu" (eating) can be Japanese guests refer to the word "「食事する」shokuji suru", "「召し上がる」meshi agaru" so that if our vocabulary is limited so that if it is pronounced in other words that have the same meaning then we do not know the meaning".

Made Rampin from Ayodya Resort and Spa in Nusa Dua, when interviewed on Monday, September 10, 2018 said: The vocabulary constraints are the limited vocabulary mastered especially in the field of service in hotels. Japanese vocabulary also has basic words and follows changes according to the context of the sentence, for example the word "taberu" which means eating can be "tabemasu", "tabete", "meshi agarimasu" according to use and the interlocutor. This is what confuses me besides because in Japanese there is a level of speech which is coarse, medium, and subtle.

Ibu Kartini as a Room Service staff at Ayodya Resort and Spa in Nusa Dua when interviewed by telephone on Monday, November 12, 2018 regarding Japanese vocabulary said her opinion as follows. "In the area of room service, we encountered problems in the vocabulary relating to the food menu, constraints in the field of word units such as one bottle and the other. Menus written in Japanese do not yet exist. We don't have Sequence of Service in Japanese. There are no specific guidelines. There is no Japanese SOP yet. " With this situation, we strive to serve Japanese guests as they are. Some obstacles arise, for example, in giving choices or advising guests to choose menus with Japanese as they are used, it is not a standard of Japanese used in service.

The Japanese sentence used in daily service in room service such as when offering drinks to Japanese tourists, for example, just by saying: "「すみません、飲み物は何ですか」sumimasen, nomomono wa nandesuka? (What do you want to drink? "If you follow the Japanese language rules for tourism services, you should be:" what drink? "

Rizal Rizaldi as one of the Waiter Restaurant staff at Water Mark Kuta Hotel, who can speak Japanese, when interviewed on Thursday, September 18 2018 regarding Japanese vocabulary saying: "The vocabulary constraints, many do not know, especially this is not my mother tongue, and usually since elementary school I have learned English. Usually the vocabulary is asked to the guest, so I write it down and remember, besides that the items in the restaurant are therefore easy to remember in Japanese. The use of vocabulary is very limited, for example I do not know the language of respect to be used in service standards. If I ask to wait just say: "Chotto matte kudasai", even though the truth is: "Shoushou omachi itadakemasenka". The guest doesn't matter the important thing they understand ". Ketut Sanawinaya Staff Hotel Ramada Tanjung Benoa, when interviewed on Tuesday November 13 2018, said: "Constraints on vocabulary experienced are vocabulary that I know is limited to dictionary languages and some service languages in hotels and even then disconnected".

Some of the results of interview excerpts regarding Japanese lexical interference of hotel staff in service to Japanese tourists can be said that lexical interference can

occur in various forms, for example occurs in basic words, groups of words and phrases. As for example what was revealed by several hotel staff including: the word "「食べる」 taberu "(eating) could be Japanese guests refer to the word" 「食事する」 shokuji suru "," 「召し上がる」 meshi agaru "so that the hotel staff vocabulary limited if spoken in other words that have the same meaning then they don't know the meaning ". In sentence form for example: "「飲み物は何ですか」 Nomimono wa desuka?". Of course the vocabulary used is not the standard of Japanese used in service because the correct one according to the standard is: "om お飲み物は何になさいますか om Onomimono wa nani ni nasaimasu ka?". Even though hotel staff use vocabulary or phrases that they consider to be correct and understandable by Japanese tourists, what the hotel staff actually says is not the standard language of service.

Some of the above facts are in accordance with the ideas of Chaer and Leonie Agustina (2004: 126) that in terms of "language purity", interference at any level (phonology, morphology, and syntax) is "disease", because it "corrupts" language. In this case for Japanese tourists served by staff hotels and restaurants that have a mother tongue not Japanese will feel that their Japanese is "damaged". So, it needs to be avoided. As with everyday language in our Indonesian environment, people who are purist in Indonesia certainly cannot accept the formal forms of words such as chaos, expensiveness, tenderness, and ecclesiastical; and sentence arrangements such as, "Mr. Director's house is flooded too," or "That dish has been eaten by me". Likewise, the use of other language elements in Indonesian is also considered a mistake.

However, when viewed from an effort to develop language, interference is a blessing, because it is a very important mechanism to enrich and develop a language to reach the level of being the perfect language to be used in all fields of activity. Hockett (1958) said that interference is one of the biggest, most important, and dominant symptoms in language. Hopefully the contribution especially from interference is in the field of vocabulary. Languages that have a broad socio-cultural background and usage (such as English and Arabic) and therefore have a relatively very large vocabulary, many members will contribute vocabulary to developing languages and those who have contact with the language. In this process the language that gives or affects is called the

source language or donor language; and the language that is received is called absorbent language or recipe language, while the element given is called the absorption or transport element. In the history of its development, Indonesian language originating from the Malay language absorbed many elements of language, both from foreign languages (Arabic, Chinese, Sanskrit, Dutch, English, and so on), as well as from Nusantara languages. All of these absorption elements, especially lexical uptake, help build the vocabulary of Indonesian language so that the language used today has been able to fulfill its function as a modern language, which can be used for various domains in the life of the Indonesian nation.

Due to the existence of languages that are "rich" with vocabulary (such as English and Arabic), and developing languages whose vocabulary is not large, the question arises whether only "rich" languages can be donors, and "poor" languages only become recipe, or vice versa: "poor" languages can also be donors to "rich" languages. According to logic, indeed only rich language has the opportunity to become a donor; while poor languages only become recipes, and do not have the chance to become a donor language. However, in reality, because language is closely related to the culture of its native speakers, it can be said (not in line with Soewito's opinion) that even poor languages can become vocabulary donors to rich languages, especially for vocabulary related to the culture and nature of the donor language environment.

Referring to the description of the discussion above, one day the possibility of some Japanese vocabulary will be adopted into Indonesian, especially in terms of service in the tourism world. The following are words that are often spoken or heard by Indonesian people such as: "Tsunami, Honda, Sayounara, Aji no moto, Yamaha, Shimizu", and other words as part of the process of languages that have a socio-cultural background and usage that wide (Japanese) and therefore have a relatively very large vocabulary, many members will contribute vocabulary to languages that develop in this case the Indonesian language and who have contact with the language.

CONCLUSION

Based on the description in the discussion section, some conclusions can be drawn as follows. Some forms of hotel and restaurant staff interference in serving

Japanese tourists in several hotels in Badung Regency include areas: (a). The pronunciation of the Japanese unit of sound is still strongly influenced by the dialect of the hotel staff so that tourists sometimes still need to be sure of the meaning of the words spoken by the hotel staff, (b). Morphology and syntax, because in Japanese there is *kenjougo*, *songkeigo*. Besides that, in grammar for Japanese, service in hospitality is different from Japanese grammar in general, and (c). Vocabulary (lexical interference), can occur in various forms, for example occurs in basic words, groups of words and phrases.

Factors that cause the interference of hotel staff and restaurants in the Badung tourist area in serving Japanese tourists include: (a). Speaking resources, namely hotel and restaurant staff who have the ability to speak Japanese as a foreign language other than their native language, both Balinese and Indonesian as a person with bilingual abilities but still have limited knowledge of Japanese (resources) so that speakers search for ways others to be able to convey the message to be conveyed to tourists, (b). Dialect speakers, there are situations in which the habits of hotel staff and restaurants in the mother tongue of the recipient language are being used, due to lack of language control and lack of mastery of the recipient's language. This can happen to bilingual people who are learning a second language in this case Japanese as a foreign language, (c). The academic level of speakers as formal education on Japanese mastery is used in serving Japanese tourists. With the academic level they have, their ability to be bilingual is different, (d). The speakers' environment is the presence of speakers (hotel staff) both in their daily lives and at work so that it influences their Japanese interference in serving Japanese tourists. In addition to Japanese as a foreign language, in its mastery the environment contributes both in their daily lives and in the work environment, and (d). The condition of the interlocutor is that Japanese tourists use dialect languages such as dialects which make speakers misperceive in serving them, causing interference. Apart from that there are words whose equivalent does not fit Indonesian. Japanese tourists not only convey their will with words, but also with gestures and gestures and hand gestures. Most often use indirect language, both verbally and non-verbally.

Based on the results of the discussion and conclusions above, some suggestions can be stated as follows. (1) For tourism actors to provide time, facilities and infrastructure to hotel staff and restaurants to deepen Japanese language and culture to minimize interference in serving Japanese tourists. (2) For hotel and restaurant staff, in addition to mastering the field of tourism science must also increase knowledge about Japanese language and culture through non-formal and formal education at the university level. (3) For researchers in the field of service to Japanese tourists to further examine the impact and implications of these services for the development of tourism in Bali. (4) The regional government must provide facilities in developing the quality of hotel and restaurant staff in the Badung tourist area so that what is considered by Japanese tourists can be realized.

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