ERROR ANALYSIS ON ENGLISH PURE VOWELS PRONUNCIATION PRODUCED BY CUSTOMER SERVICE CENTER OFFICERS IN JUANDA AIRPORT

THESIS

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ABSTRACT

Mutiara, Riski, I. (2014). **Error Analysis on English Pure Vowels Pronunciation Produced by Customer Service Center Officers in Juanda Airport.** Study Program of English, Department of Languages and Literatures, Faculty of Cultural Studies, Universitas Brawijaya. Supervisor: Fatimah; Co-Supervisor: Muhammad Rozin**.**

Key words: error, error analysis, English pure vowels.

This study was aimed to investigate the errors in pronouncing English pure vowels which were produced by the Customer Service Center officers in Juanda Airport and the possible factors which caused them. In this study, the pure vowels examined were /iː/, /ɪ/, /ʊ/, /uː/, /e/, /ə/, /ɜː/, /ɔː/, /æ/, /ʌ/, /ɑː/, and /ɒ/.

In this study, the researcher used qualitative approach because she focused on the explanation and description rather than specific number. The data of this study was the recording of English pure vowels pronunciation produced by 13 Customer Service Center officers in Juanda Airport. In getting the data, the writer used two instruments. Those were the pronunciation test which was formulated based on the theory from Kelly (2011) about English pure vowels and the questionnaire which was formulated based on the theory from Murcia et.al (2010) about factors affecting the learning of pronunciation. In analyzing the data, the researcher did the process of error identification, error description and explanation.

The finding revealed that most of the errors were in form of substitution and some were in form of addition. There were 11 vowels regarded as the most problematic to pronounce, those were vowels /iː/ , /ʊ/ /uː/, /ə/, /ɜː/ , /ɔː/, /æ/, /ɑː/, /ɒ/, /ə/, /ʌ/, and /ɪ/. In addition, there were three possible factors causing the errors in pronouncing English pure vowels. Those factors were the role of native language, the unfamiliarity toward English words, and the lack exposure of English uses. However, the role of native language, especially about the different phonemic system between the native language and the target language and the unfamiliarity toward English words made the officers pronounced the words which were tested as they assumed.

By this study, the researcher would like to suggest that further researchers conduct similar studies with the different subject like error analysis on Indonesian pure vowels which are produced by Indonesian learners who come from English speaking country.

ABSTRAK

Mutiara, Riski, I (2014). **Analisis Kesalahan Pelafalan pada Vokal Murni Bahasa Inggris oleh Petugas *Customer Service Center* di Bandara Juanda.** Program Study Bahasa Inggris, Departemen Bahasa dan Sastra, Fakultas Ilmu Budaya, Universitas Bawijaya. Pembimbing 1: Fatimah; Pembimbing 2: Muhammad Rozin**.**

Kata kunci: kesalahan, analisis kesalahan, vokal murni Bahasa Inggris.

Penelitian ini bertujuan untuk meneliti kesalahan pada pelafafan vokal murni Bahasa Inggris yang diprodusi oleh petugas *Customer Service Center* di Bandara Juanda serta factor-faktor yang mempengaruhinya. Dalam penelitian ini vokal murni Bahasa Inggris yang diujikan adalah vokal /iː/, /ɪ/, /ʊ/, /uː/, /e/,/ə/,/ɜː/, /ɔː/, /æ/, /ʌ/, /ɑː/, dan /ɒ/.

Penelitian ini merupakan penelitian kualitatif, dimana penulis lebih fokus pada penjelasan dari pada angka. Data yang digunakan dalam penelitian ini adalah rekaman pelafalan kata-kata dalam Bahasa Inggris yang mengandung vokal murni Bahasa Inggris yang diproduksi oleh pegawai Customer Service Center di Bandara Juanda. Untuk mendapatkan data, penulis menggunakan dua instrumen yaitu pronunciation test yang diformulasikan berdasarkan teori dari Kelly (2011) tentang vowel murni Bahasa Inggris dan kuesioner yang diformulasikan berdasarkan teori dari Murcia (2010) mengenai faktor yang mempengaruhi pelafalan. Dalam menganalisis data, penulis melalui tahap identifikasi kesalahan, dan penjelasan kesalahan.

Hasil dari menelitian ini menunjukkan bahwa sebagian besar dari kesalahan tersebut adalah dalam bentuk substitusi dan beberapa kesalahan diantaranya dalam bentuk penambahan. Terdapat 11 vokal yang dianggap paling problematik untuk dilafalkan, yaitu vokal /iː/ , /ʊ/ /uː/, /ə/, /ɜː/ , /ɔː/, /æ/, /ɑː/, /ɒ/, /ə/, /ʌ/, and /ɪ/. Selain itu, terdapat 3 faktor yang menyebabkan terjadinya kesalahan pada pelafalan vokal murni Bahasa Inggris. Faktor-faktor tersebut adalah peran Bahasa ibu, keakraban pada kata-kata dalam Bahasa Inggris, dan kurangnya penggunaan Bahasa Inggris, Pada faktor peran bahasa pribumi, khususnya perbedaan antara sistem fonemik antara bahasa ibu dan bahasa target membuat partisipan melafalkan kata-kata yang diujikan menurut asumsi mereka.

Melalui penelitian ini, penulis ingin memberi saran kepada peneliti berikutnya untuk membuat penelitian yang sejenis namun berbeda subyek seperti analisis kesalahan pelafalan vokal Bahasa Indonesia pada pembelajar Bahasa Indonesia yang Bahasa Ibunya adalah Bahasa Inggris.

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