



An Error Analysis on the Use of English made by Local Tourism Workers of Jatiluwih Tourism Destination in Tabanan Bali

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ABSTRACT

The research in general aimed on analyzing English language errors made by local tourism workers of Jatiluwih tourism destination in Tabanan, Bali, and specifically it aimed in revealing and analyzing types of errors made by the local tourism workers of Jatiluwih Tourism Destination in using English with foreign tourists. The primary research data are directly collected from the English language expressions used by the local tourism workers as informan of Jatiluwih Tourism Destination during their communication activities with the foreign tourists. The data informan are selected using purposive, snowball and abundant sampling techniques with the total number of 30 samples of the local tourism workers of Jatiluwih Tourism Destination in Tabanan, Bali. The collected data are analyzed using Error Analysis Theory proposed by Tarigan (1985) and Ellis (1986) (cited in Tarigan and Tarigan, 2011:63-64). The research reveal that the English language errors committed by local tourism workers of Jatiluwih Tourism Destination i Tabanan, Bali can be categorized into two major errors, which are: (1) errors of linguistic taxonomy category, which consists of two errors types, such as : (a) morphology errors and, (b) syntactic errors; (2) Errors of surface strategy taxonomy.

Keywords: *errors analysis, local tourism workers, tourism destination*

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1. INTRODUCTION

The language is used as a means of communication between the tourists and the local tourism workers of Jatiluwih is English. This is because English is one of the foreign languages used as a formal means of international communication (as a global language) which is used in a various field of businesses such as in tourism, trades, education and so on (Crystal, 1997:3). In order to be able to communicate with the guests properly in accordance with language rules, the local workers of Jatiluwih tourist destination have to master fluently and accurately.

A pre-liminary data showed that about 468 respondents/local tourism workers of Jatiluwih have not mastered English properly yet. This is due to several factors, such as their education background, where the majority of them have just finished their Elementary School only with the total about 468 workers, only few of them have

completed their Junior High School or Senior High School/equivalent. Other factor is that English is not their first language or mother tongue for the majority of the local tourism workers of Jatiluwih tourism destination, their first language is Balinese, which they gained and mastered since they were born, their second language is Indonesian and English is their foreign language.

Therefore due to their lack of English mastery or lack of English Competencies of the majority of local tourism workers, so when they use English there is a tendency to make errors or mistakes. This situation is a hindrance for them to communicate with foreign tourists. The occurrences of these problems of communication made the researcher feels very interested to carry out the research related to the topic.

Language errors are considered to be very bad defect of the speech of a language speaker. The errors are parts of the speech which are against with the standard norms or the language user/speaker (Tarigan and Tarigan, 2011:126).

According to Tarigan and Tarigan (2011:127) there are two types of language errors, such as: (1) Errors which are, caused by tiredness factors, and lack of attention, which Chomsky (1965) cited in Tarigan and Tarigan (2011:127) and is called "Performance Factor", and this performance errors are also often called as "mistakes", (2) Errors which are caused by lack of knowledge of language rules which are by Chomsky (1965) (cited in Tarigan and Tarigan, 2011:127) which are called as "Competencies Factor", which are systematic avoidances, which are the cause and lack of knowledge of the language user to the foreign language and it is often called as "errors".

Errors are caused by competencies factors, which means that the language speakers have not understood yet of the linguistic system of the language used. These errors are usually occurred consistently and systematically. Mistakes are caused by performances factor which meant that the mistakes occurred because of the lack of the speaker memory about something, for example in pronouncing certain sound of the language word order, word or sentence stress. Mistakes are random, which meant that they could occur in every linguistic system (Tarigan and Tarigan, 2011:68).

Language errors can be grouped or classified into four taxonomies (Tarigan and Tarigan, 2011:129-150) as follows: (1) Linguistic Category Taxonomy, (2) Surface strategy Taxonomy, (3) Comparative Taxonomy, (4) Communicative Effect Taxonomy. Each of those four taxonomies is described as follows: (1) Linguistic category taxonomy classifies language errors based on linguistic component or certain linguistic component which are influenced by errors or both. The language components covers phonology (speech), semantic, lexicon, meaning and text (genre). (2) Surface strategy taxonomy focuses on how the surface structures changed. The language user maybe: (a) Avoid/delete important things, (b) Wrongly formulated things, (c) incorrectly compiled those things. generally, errors certain in surface strategy taxonomy are as follows: (a) omission, (b) addition, (c) misformation, (d) misordernig.

(3) Comparative taxonomy is based on the comparison between structure foreign language errors and other certain construction type. Based on those comparison, comparative taxonomy can be differentiated as the follows: (a) development errors, (b) interlingual errors, (c) other errors. (4) Communicative effect taxonomy views as well as faces errors and their prespective effect to the listener training centre focuses on differences between errors which are considered to cause miscommunication as well as those which do not cause miscommunication. Based on the disturbances or not on communication due to the existing errors, errors can be classified into two types of errors, as follows: (a) global errors, (b) local errors.

2. METHOD

Research on an error analysis on the use of English made by local tourism workers of Jatiluwih in Communicating with foreign tourists used qualitative research approach which relied on phenomenology's approach. The phenomenology's approach is an approach which focuses on phenomena or social reality especially linguistic phenomena which are tied up by context, complex, dynamic and meaningful, phenomena which cannot be measured except to be understood and described (Muhammad, 2011:18). Furthermore, Cresswell (2009) cited in Sugiyono (2016:14) states that phenomenology's approach is one of the qualitative research, where the researcher collects data by participative observation in order to know the social phenomena essential participant in their live experiences.

Data sources and types in this research are qualitative and quantitative as well as primary and secondary data. Qualitative data are data which are not in the form of numbers, but in the form of word, sentences and texts (Darmadi, 2014:34). Primary data are data which are collected or aimed directly from the data source or informant by the researcher. Primary data is also known as real data or new data which have their own characteristic as an up to date data (Darmadi, 2014:35). Meanwhile, secondary data are data gained or collected by the researcher from various sources, in this case the researcher as a second person, (Darmadi, 2014:35).

The social situation consists of three elements, which are: place, actors and activity which are interacted sinergically. The social situation can be said as the research objectives. The social situation consists of three elements, which are: place, actors and activity which are interacted energetically. The social situation can be said as the research objectives which aimed to know what happened inside it. In this social situation or research object the researchers can observe deeply the activity, actors and place (Spredly cited in Sugiyono, 2016:297).

3. RESULT AND DISCUSSION

3.1 Data of Linguistic Category Taxonomy Errors

Data analysis of linguistic category taxonomy can be described as follows:

3.1.1 Data Analysis of Morphology Errors

Data Errors of Indefinite Article

Data errors of indefinite article from research informant can be presented as follows: Data of Informant 1 (Data-1) : "Excuse me, Sir. May I have your time for an minute, please?" Data analysis : The language used by informant 1 (Data-1) contained errors on the use of indefinite article "an" on the phrase "an minute", the correct language of informant 1 (data-1) is: "Excuse me, Sir. May I have your time for a minute, please?".

3.1.2 Data Errors of Possessive Case

Error data on the use of possessive case committed by researcher resources can be presented as follows:

Data of Informant 2 (Data-2) : "If I were you, I'd have the mushrooms Sir. It's an local food and very delicious".

Data analysis : English used by the informant 2 (data-2) contained errors of expressions/phrases: "and local food" the correct one must be: "a local food". So the correct English/Expressions of informant 2 (data-2) are as follows: "If I were you, I'd have the mushrooms Sir. Is a local food and is very delicious".

3.1.3 Errors Data of Third Person Singular Verb

Error data on the use of third person singular verb from the research informant can be presented as follows:

Data of Informant 3 (Data-3): "Welcome to Jatiluwih Sir/Madam. The local guide serve you for 24 hours a day".

Data analysis : English used by informan 3 (data-3) contained errors of third person singular verb on the expression/frase: "The local guide serves", the correct one must be: "The local guide serves you". Therefore, the correct English used by informan 3 (data-3) are as follows: "Welcome to Jatiluwih Sir/Madam. The local guide serves you for 24 hours a day".

3.1.4 Data Errors of Simple Past Tense

Data errors on the use of simple past tense committed by the research informan are as follows:

Data of Informan 4 (Data-4): "What sort of car do you want Sir? Yesterday I meet the car rental owner and he say that he has several kinds of car, like jeep, etc".

Data analysis : English used by informan 4 (data-4) contained errors on the use of simple past tense on the expressions/frases: "Yesterday I meet the car rental owner and he say that he has several kinds of car, like jeep, etc". Therefore, the correct English/expression used by the informan 4 (data-4) is: "what sort of car do you want Sir? Yesterday I met the car rental owner and he said that he had several kinds of car, like jeep, etc".

3.1.5 Data Errors of Past Participle

Data errors on the use of Past Participle committed by research informan can be presented as follows:

Data of Informan 5 (Data-5): "Good morning Sir. Welcome to Buana Agung Villa, Jatiluwih. I'm very sorry, Sir. We have no rooms today we are fully booking at the moment.

Data Analysis: English used by informan 5 (data-5) contained errors on the use of past participle on the expression/frase: "We are fully booking at the moment", the correct one . must be as follows: "we have been fully booked at the moment". So the correct English/expression used by informan 5 (data-5) is as follows: "Good morning Sir. Welcome to Buana Agung Villa, Jatiluwih. I'm very sorry Sir. We have been fully booked at the moment".

3.2 Data Analysis on Syntactic Errors

3.2.1 Data Errors on Noun Phrase

Data errors on noun phrase of research informan can be presented as follows:

Data of Informan 1 (Data-1): "Yes, that's right, Sir. Go straight on until you find bridge and the ticket office is there on left. There's sign there you can not miss it.

Data analysis : English used by Informan 1 (data-1) contained errors on the use of nounphrase, that is the omission of article on the expression/phrase: "..... you find bridge. There's sign there", the correct one must be as follows: you find a bridge. There's a sign there: "So the correct English/expression used by the informan 1 (data-1) are as follows : "yes that's right, Sir. Go straight on until you find a bridge and the ticket office is there on the left. There's a sign there. You can not miss it".

3.2.2 Errors Data on Verb Phrase

Errors data on verb phrase committed by informan can be presented as follows:

Data of Informan 2 (data-2) : "Certainly, Sir. Would you orange, grapefruit or tomato juice, Sir?

Data analysis : English used by informan 2 (data-2) contained errors on the use of verb phrase, that is the omission of main verb (prefer) on the expression/phrase: "..... would you orange, grapefruit or tomato juice, Sir?". The correct one must be as follows: would you prefer orange, grapefruit or tomato juice, Sir?". So the correct English/Expression of informan 2 (data-2) is: "Certainly, Sir. Would you prefer orange, grapefruit or tomato juice, Sir?".

3.2.3 Errors Data on Verb_and_Verb Construction

Errors data on verb_and_verb construction from research informan/resource persons can be presented as follows:

Data of Informan 3 (Data-3) : "I will to fix it at once, Madam?"

Data analysis : English used by informan 3 (data-3) contained errors on the use verb_and_verb construction on the expression/phrase. "I will to fix", the correct one must be as follows: "I will come and I will fix" . Therefore, the correct English/expression of informan 3 (data-3) are as follows: "I will come and I will fix it at once, Madam".

3.2.4 Errors Data on Word Order

Errors data on word order of the informan/resource persons of the research can be presented as follows:

Data of Informan 4 (Data-4) : "Yes, Sir. We have brochure an information about the traditional performances before dinner time"

Data analysis : English used by informan 4 (Data-4) contained errors on the use of word order on the expression/phrases: "..... We have brochure an information", the correct one must be as follows: "..... we have an information brochure" . So the correct English/Expression of Informan 4 (data-4) are as follows: "Yes, Sir. We have an information brochure about the traditional performances before dinner time".

3.2.5 Errors Data on Transpormation

Errors data on transpormation of the research informan/resource persons can be presented as follows:

Data of informan 5 (Data-5): "I'm sorry Sir. We don't have no single rooms for tonight. We are fully booked now".

Data Analysis: English used by informan 5 (data-5) contained erros on the use of transformation, that is double nagation on: "..... we don't have no single rooms for tonight", the correct one must be: "..... we don't have single rooms for tonight....." So the correct English/expression of informan 5 (data-5) are as follows: "I'm sorry Sir. We don't have single rooms for tonight. We are fully booked now".

3.3 Erros Data on Surface Strategy Taxonomy

Data analysis on errors of surface strategy taxonomy can be described as follows:

3.3.1 Data Errors of Omission

Data errors on omission by informan/resource persons can be presented as follows:

Data of informan 1 (Data-1): "I'm afraid you can't Sir. He has important meeting until before lunch time".

Data Analysis: English used by informan 1 (data-1) contained errors of omission on indefinitie article "an" on the expression/phrase: "..... He has important meeting" , the correct one must be: "..... he has an important meeting" . So the correct English/Expression of informan 1 (data-1) are as follows: "I'm afraid you can't Sir. He has an important meeting until before lunch time".

3.3.2 Errors Data on Addition

Errors data on addition of the research informan/resource person can be presented as follows:

Data of informan 2 (Data-2): "He doesn't knows your name, Sir".

Data Analysis : English used by informan 2 (data-2) contained errors of addition, that is double marking on: "..... doesn't know". So the correct English/Expression of informan 2 (data-2) is as follows: "He doesn't know your name, Sir.

3.3.3 Errors Data on Wrong Formation

Errors data on misformation of the research informan/resource person can be presented as follows:

Data of informan 3 (Data-3): "One moment, please Sir yes, we have. I'll get it sended to your room straight away".

Data Analysis: English used by informan 3 (data-3) contained errors on misformatting, that is errors on regularization, regular features on the expression/phrase: "..... I'll get it sended....", the correct one must be as follows: ".... I'll get it sent". So the correct

English/expression of informan 3 (data-3) are as follows: "One moment, please, Sir. Yes, we have. I'll get it sent to your room straight away".

3.3.4 Errors Data of Misordering

Errors data of misordering of research informan/resource person can be presented as follows:

Data of informan 4 (Data-4): "I'm sorry, Sir. My watch out of order seems to be....."., the correct one must be: "..... My watch seems to be out of order". So the correct English/Expression of informan 4 (data-4) we are seems to be out of order. Perhaps that gentleman over there can tell you.

4. CONCLUSION

Based on the result of data analysis which has been done by the researcher on the result and discussion section, therefore there were several conclusion that can be drawn from this research as the following: (1) English language errors committed by local tourism workers at Jatiluwih tourism destination, Tabanan Bali, can be categorized into two major categories, as follows:: Errors of Linguistic Category Taxonomy and Erros of Surface Strategy Taxonomy; (2) Errors of Linguistic Category Taxonomy can be divided into two types of errors, which are: Errors of Morphology and errors of Syntac; (3) Errors of Morphology are of five types of errors, which are: erros of indefinite articles, errors of possessive case, errors of third person singular verb, errors of simple past tense and errors of past participle; (4) errors of syntact are five types of errors, which are: Errors of Noun Phrase, Errors of verb phrase, errors of verb_and_verb constructions, errors of word and errors of transformation; errors of surface strategy taxonomy are of four types of errors, which are: Errors of omission, errors of addition, errors of misformation and errors of missordering.

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