

CHAPTER I

INTRODUCTION

1.1 Background of the Study

English language is one of the 10 most spoken language in the world. According to Babbel Magazine most of people in the world speaks English as their mother language or second language, around 400 million people speaks English, so it becomes a very popular language throughout the world. English also gives influence on all aspects, both educational and non-educational. Many people communicate with each other use English, especially when they visit foreign country for various reasons such as when they have a business there or when they visit their friends and they cannot speak its language. This indicates the success of English as *lingua franca* of travel, business, etc.

Communication is the most important things that human needs to stay connected to another people in the world. Language is a communication in the form of sound system or the voice system which it produced by human's vocal organs.

At first people do travelling to survive in this life. They do it to expand trading connections because the wider the connections, the more variation of things they can use to fulfill their daily needs. Another reason is they want to take control and expand the colony area. When the population grows, the daily needs of the people will grow too. So they need to do the expansion to the potential area.

Travelling is when we do a movement between distant geographical locations from one place to another place. Travelling also related to human nature

that is always curious. This unlimited curiosity make people do the travelling over and over again with the intention to fulfill their curiosity. The people do the overland travel or overseas travel because of that.

Nowadays, there are so many ways to do the travelling. You can use car, bus, train, ship or airplane. If you want more private quality time together with your friends or family, you can use car and drive it. If you want to see some beautiful land scenery you can use train. Also if you want the time to travel is faster, you can use the airplane.

Each kind of transportation has their own 'starting point'. For the bus you can ride it from the bus station, if you use train you can ride it from the train station. For the airplane, if you want to use that you can go to the airport.

People from abroad usually use airplane to do the travelling. They go to another country by using airplane because they want to reduce the travel time and enjoy their time at the tourism destination they choose.

Indonesia is one of the favorite tourism destination in Asia. Indonesia is the largest island country in the world with over 17.000 islands. Indonesia has 5 main islands; Sumatra, Java, Borneo (Kalimantan), Sulawesi, and Papua.

Bandung is a city that located in West Java province, Java Island. The tourists likes to come to Bandung because in here there are so much things to do such as go to the *TangkubanParahu* Mountain, ride the rides at Trans Studio Bandung themed park, culinary tour at *Cibadak* street or any other places, etc. Also because the weather in Bandung tends to be cooler than any other city in Indonesia, for tourist who does not like a hot weather they come here to spend their holiday time.

Usually they come using train or shuttle travel car from Jakarta because the biggest airport in Indonesia is located there. Some of them booked their flight straight to Bandung. When they do that, they will arrive in HuseinSastranegara International Airport.

Sometimes problems occurred when they arrive at the airport. Some of the staff in HuseinSastranegara International Airport has a bad English language skills. When the foreigner tourist ask for help, the staff cannot help them and the tourist will get confused.

1.2 Identification of the Problems

From the background of the study that stated above, the problem identification that will be discussed in this paper are:

- The airport in Bandung is an international airport, so the staff should be able to communicate in English because there are so many foreign tourists comes. Someof Tourist Information Center (TIC) staff there are not fluent in speaking English.
- Maybe the TIC staff can speak simple English, but when the foreign visitors come and talk to them they get nervous so some of them cannot answer the question clearly.

1.3 Limitation of the Study

This study is focus on speaking skills of Tourist Information Center staff at HuseinSastranegara International Airport. This airport is located in Pajajaran street number 156 Bandung and has a 145 hectares area. Because of an

international airport, there are many foreign tourists come to Bandung through this airport.

The writer choose the speaking skills of TIC staff because the staff is like the face of the airport. The tourists who does not really understand Bandung and want to ask something will go to Tourist Information Center and ask the staff. This research focus on how is the staff speaking skills when they dealing with foreign visitors and how fluent their English.

1.4 Research Question

This paper aims to investigate about how good Tourist Information Center (TIC) staff English skills. Based on the background of choosing the subject, the research questions are formulated as follows:

1. How is the English language speaking skills of the TIC staff when dealing with foreign visitors?
2. What are the ways or techniques used by the Tourist Information Center staff when dealing with foreign visitors?

1.5 Objectives of the Study

Based on the research questions, the objectives of the study are:

1. To know the fluency of English language speaking skills of the TIC staff when dealing with foreign visitors.
2. To know the techniques that the staff used when dealing with foreign visitors.

1.6 Benefits of the Study

The result of this study is expected to give meaningful contribution to the writer herself and people who reads the paper in knowing about Tourist Information Center staffs English speaking skills.

1.6.1 Theoretically

This study is useful to improve the theory treasures, especially about theory of speaking skills standard for peoples in information services area.

1.6.2 Practically

The benefits of this study is it can show about English language speaking skills for peoples in information services area. The Tourist Information Center staffs will know in what area they must improve. They can learn English language so they will know how to answer the question from the foreign visitors. If the problem is in their lack of confidence, they can practice more in speaking English so they will not be nervous when they talk to foreign visitors.

1.6.3 For Further Researcher

The writer hopes this paper will help the further researcher when they researching about English language speaking skills in information services area as a comparative study.

1.7 Subject of the Study

Nowadays, Tourist Information Center (TIC) existence is important because TIC is a key information source for tourist. Whenever a tourist come

through the airport or another port of entry to a city that they don't really know, they usually search for TIC.

Tourist Information Center is a place that provide the tourist about a location with its information about what is surrounding the place like the attractions, accommodation, and others that relevant to tourism.

The needs of TIC staff is depend on the size of the airport and whether its crowded or not. The need of the TIC staff will increase if it is a large and busy airport. HuseinSastranegara International Airport is a small but quite busy airport so the need of the TIC staff is not too much like in a large airport.

The TIC staff at HuseinSastranegara International Airport is 10 person, works 16/7 and divided into two shifts. The TIC is located in the middle of the domestic terminal and international terminal.