

CHAPTER II

**SPEAKING SKILLS OF TOURIST INFORMATION CENTER
STAFF AT HUSEIN SASTRANEGARA INTERNATIONAL
AIRPORT WHEN DEALING WITH FOREIGN VISITORS**

In this chapter the writer will discuss about the definition of Language, English Language, English as an International Language, International Communication, Speaking Skills, Airport, HuseinSastranegara International Airport, Tourist Information Center, and Foreign Visitors.

2.1 English as an International Language and Communication

Whatever people do together with other person, whether they fight or hangout, they will talk. We live in the world of language and we use it to communicate with each other. We also use language to express our feelings and our thoughts. Language is the special signal system of sound which seems to be genetically programmed to develop in humans. A language is more than a tool for thinking, for conceiving and communicating thoughts. It is also a factory of ideas, approaches, intuitions, assumptions, and urges that make up our world view; it shapes us.

According to Keraf in Smarapradhipa (2005: 1), language is a communication tools between the society as a sound symbol that produced by human's speech tools. Language also a communication system which used the vocal symbols that has arbitrary characteristic.

According to Owens (2005: 7), language can be defined as a socially shared code or conventional system for representing concepts through the use of arbitrary symbols and rule-governed combinations of those symbols.

From the definition above, it can be concluded that language is a social code and symbol to communicate that has arbitrary characteristic.

English as an international language and communication referring to the role of English as a language of intercultural communication in the current global context. English language recognized in most of the country in the world. English language is extensively used as an intercultural communication between a non-native speakers and because of this English language has been widely localized and numerous varieties of English have emerged.

According to Crystal (2003: 3), international language is a language that achieve a genuinely global status when it develops a special role that is recognized in every country. To achieve such a status, a language has to be taken up by other countries around the world.

According to McKay (2002: 24), a language to be international means that the language has developed to where it is “no longer linked to a single culture or nation but serves both global and local needs as a language of wider communication.”

Sometimes language become a barrier that stopped us develop a relationship with someone who does not speak the same language with us, express ourselves, etc. Then we will use English language to communicate with them. English can break the barrier and be an integration and cross-cultural

communication in diverse settings. English also like a passport for a person to the international world and enticing professional opportunities abroad.

2.2 English Speaking Skills

Speaking is an important skill because it's an effective way to communicate with each other. We need to be good at speaking so the person we talk to will understand and feel comfortable when they talk with us.

Speaking is an oral speech activity that carried out by humans. Speaking is a form of human behavior in their ability to pronounce the words to express feelings and thoughts. It is also the most important human tool for social control. (Tarigan, 1986: 21).

According to Boonkit (2010: 1305), speaking skills should be developed along with the other skills so that these intergrated skills will enhance communication achievement both with native speakers of English and other members of international community.

Effective speaking skills result in achievements during ceremonial speaking activities such as job interviews, job training, and many other purposes.

Goodwin in Marianne Celce-Murica (2001: 117) specified abilities that can be practiced in order to improve the speaking skill: pronunciation, intonation, rhythm, reduced speech, etc.

- Pronunciation is the way in which a word or a language is spoken and the way we make the sound of the word. This may refer to generally agreed upon sequences of sounds used in speaking a given word or language in a specific dialect, or simply the way a particular individual speaks a word or language.

To pronounce words, we push air from our lungs up through our throat and vocal chords, through our mouth, past our tongue and out between our teeth and lips.

- Intonation is the melody of the sentence. Intonation is created by changes in the pitch of the voice, by sentence stress, and by rhythm. Intonation also may convey several types of meaning. It may indicate a discorsal meaning like inviting a listener to make a contribution to the conversation, or an attitudinal meaning like being condescending. In some languages (not English), the meanings associated with intonation may come nearer to being grammatical.
- Rhythm is the sense of movement in speech, marked by the stress, timing, and quantity of syllables. It is important to control your rhythm when you speak to make the other person easier to understand you.
- Reduced speech refers to sounds being deleted or produced less clearly than in careful speech, and to speech with syllables or words deleted. Reduced speech is used mostly in casual conversation. Reduced speech usually involves using the schwa vowel sound /ə/, for the vowels in reduced syllables. For example:
 - want to sounds like wanna
 - going to sounds like gonna
 - got to sounds like goda
 - have to sounds like hafda
 - has to sounds like hasta

Diction is concepts or ideas expressed both in written form as well as the oral form requires extensive vocabulary, but not randomly included in writing. According to Keraf (2005: 22), *pemilihan kata ataudiksijauhlebihluasdariapa*

yang dipantulkan oleh hubungan kata-kata itu. Istilah ini tidak hanya dipergunakan untuk menyatakan kata-kata mana yang dipakai untuk mengungkapkan suatu ide atau gagasan, tetapi juga meliputi gaya bahasa dan ungkapan. (Words selection or diction is far broader than what related to the words. This term is not only used to express which words are used to express concepts or ideas but also includes language style and expressions.)

Grammar is the set of structural rules and system of languages in general, governing the composition of clauses, phrases and words. Grammar also the study of words, how they are used in sentences, and how they change in different situations. According to Swan (2005: 326), grammar is a rules that show how words are combined, arranged or changed to show certain kinds of meaning.

2.3 International Airport

People choose the transportation when they want to travel to somewhere according to their needs. 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, you can go to the airport if you want to use it.

People from abroad usually choose 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 destination. Airplane is suitable for people that want to arrive faster and want to experience the feeling of flying in the sky.

As stated above, people will go to the airport if they want to use the airplane. Airport itself has a meaning as an area on land and / or waters with certain limits used as a place for airplane to land and take off, passenger boarding, loading and unloading of goods, which is equipped with aviation safety and security facilities, as well as basic facilities and other supporting facilities.

According to Wikipedia, international airport is an Airport with customs and border control facilities that serving international flights, enabling passengers to travel between countries. International airports are usually larger than domestic airports and often feature longer runways and facilities to accommodate the heavier aircraft commonly used for international and intercontinental travel. International airports also often host domestic flights.

Indonesia has many international airports that serve international flights. International airport in Indonesian has also many facilities that mentioned above. Some of the international airports in Indonesia are Soekarno-Hatta International Airport in Jakarta, Kualanamu International Airport in Medan, Juanda International Airport in Surabaya, Ngurah Rai International Airport in Bali, HuseinSastranegara International Airport in Bandung.

2.4 International Airport - Tourist Information Center

International airport is equipped with international standard facilities and infrastructure such as a runways for a large aircraft, money changer, as well as an information center for foreign visitors or commonly referred to as Tourist Information Center (TIC). Tourists who needs information about places or how to

get somewhere around can come directly to the Tourist Information Center or by calling the TIC.

According to Yan Liu and Wentian Jiang (2015: 672), the Tourist Information Center is a government travel service agency that engaged in tourism consulting services. It provided free of charge of single page or folding information for tourism and the content involves travel every aspect of life.

The existence of Tourist Information Center (TIC) is important. TIC is like one of foremost pillars in the area because the service at TIC is very influential on the first impression and satisfaction of tourists. It can also help to increase the flow of tourists who enter the area, both foreign and local.

2.5 Foreign Tourist

Tourists are people who travel from one place to another place with the intention not to settle and not to make a living with a period of at least 24 hours in the area that is not their place of origin.

According to Spillane (1987: 67), a tourist is a person, regardless of race, sex, language, and religion, who enters the territory of a country that has an agreement with the country where the person usually lives and is in the place for 24 hours but not more than 6 months, in a period of 12 consecutive months, for legal non-immigrant purposes, such as travelling, recreation, sports, health, family reasons, study, religious worship, or business affairs.

From the definition, we obtained the general characteristics of someone who is referred to as a tourist; the trip is done for at least 24 hours,

the person travelled from his place of origin to another place, and the person does not make a living in the place or country he visits.

There are two types of tourist according to their place of origin; domestic tourist and international tourist. Domestic tourist is someone who travelled to another place but still inside the country he or she lived in, meanwhile international tourist is someone who travelled to outside of their country they lived in.

According to Yoeti (1982: 196), the definition of foreign tourist and domestic tourist is:

- a. Foreign Tourist is a person who travels and come to another country which is not the country they usually lives.
- b. Domestic Tourist is a person who is a citizen of the country that travels inside the country.