

AN ANALYSIS OF LOCAL GUIDE'S SPEECH ACTS IN GUIDING ACTIVITIES AT CANDIREJO ECOTOURISM VILLAGE BOROBUDUR

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Abstract

English is a foreign language that connects people in the whole world. A guide has big role in tourism industry. He should be able to communicate using English because the majority of visitors to the temple are foreign tourists who speak English. The tourist do not understand the illocutionary acts performed by the guide in the form of directive, commissive, representative, expressive, or declarative. Furthermore, misunderstandings or misinterpretations occurs in the communication between the guides and the tourists. The objectives of this research are to analyze the types of illocutionary acts and to find the most dominant type that are found in guide's utterances in delivering information. In conducting this research the writer recorded the guide's utterances during guiding activities. The writer transcribed the data and analyzed them to find the types of illocutionary acts using Searle's classification of illocutionary acts. The writer concluded that there are 5 types of illocutionary acts in the local guide's utterances, they are directives, commissive, representative, expressive and declarative.

Keywords – Speech Acts, Local Guide, Searle's Classification

Introduction

Speech acts are one of the main topics in the study of pragmatics. The study of speech acts is very crucial in order to avoid the misunderstanding among the speakers. In communication there should be an understanding between guides and tourists. Each participant should understand what the speaker means. It is shown from the action that occurs when the speaker utters something to communicate. The Indonesian guides and foreign tourists should understand the meaning the implied dialogue. Due to the inability in analyzing the meaning of the utterances spoken in guiding activities, sometimes the guides and the tourists could not communicate well, for example the speech acts for people who lived in the area of tourist object such as Borobudur. They should at least be able to communicate using English because the majority of visitors to the temple are foreign tourists who speak English. The lack of English mastery of the guides is the basic problem for Indonesian when they are guiding the foreign tourists. When the dialogue fails to be delivered, it makes the communication between the guides and tourists do not work. So, the objectives of this study can be stated: to know the types of speech acts found in guiding activities used by the local guide's utterances at Candirejo Ecotourism Village Borobudur and to know the the dominant type of speech acts used by the local guides in guiding activities at Candirejo Ecotourism Village Borobudur.

Speech acts are one of the five main topics in the study of pragmatics. The concept of speech acts is firstly developed by a philosopher, Austin. Austin defines speech acts simply as the action performed by saying something. It means that the action is performed when an utterances is produced. In other words, speech acts are actions which are performed via utterances (Cutting, 2002:16) Hanks (2006:2) states that "context refers to the situation giving rise to the discourse and within which the discourse is embedded". From the statement, context is simply defined as the circumstance or situation around which influences the conversation. Thus, it is an essential factor in the interpretation of utterances and expressions. Furthermore, Hanks categorizes the context into two types: linguistic and non-linguistic context. Carter and McCarthy (2006:77) use the term utterance to refer to complete communicative units, which may consist of single words, phrases, clauses and clause combination spoken in context, in contrast to the term 'sentence', which we reserve for units consisting of at least one main clause and any accompanying subordinate clauses, and marked by punctuation (capital letters and full stops) in writing. Aitchison (2003; 106) defines speech

acts as a sequence of words that behave somewhat like actions. By performing speech acts, the speaker is trying to achieve some effect with might in some cases have been accomplished by an alternative action with those words. This study focused on the types of speech acts used by the local guides. They may use certain illocutionary acts that can lead them to the misunderstanding if they cannot interpret the speaker's utterances correctly, if the speaker said something to the hearer, the hearer have to know what that speaker means or what the exact message is. Some utterances contain meaning more than that are actually uttered. The result of this research reveal types of speech acts performed by the local guide's at Candirejo Ecotourism Village Borobudur.

Methodology

In this research, the writer uses qualitative research because the data are represented and explained without searching or explaining the correlation or comparison between two variables. This research deals with one variable only.

The subject of this research is the guide's utterances that are found in their guiding activities when he accompanies foreign tourists at Candirejo Ecotourism Village Borobudur. The guide's name is Mr. Robi. For the subject, the writer chooses the speech acts implied by Mr. Robi, when he guides the tourists at Candirejo Village.

This research was held at Candirejo Ecotourism Village Borobudur that is located in Jl. Raya Candirejo Borobudur Km.3, Magelang Regency, CentralJava. A rural village settled near the Borobudur amid lush greenery and rainforest, Candirejo Village sustains the old customs of javanese community.

Candirejo Ecotourism Village only recruiting the guides who lived in this village. To support candirejo as an ecotourism village, facilities such as homestay acomodation in local families and catering services to provide local food were created.

The writer recorded the local guide's utterances during guiding activities using audio recorder, and then transcribed the local guide utterances.

The writer analyzed speech acts that are used by the local guide at Candirejo Ecotourism Village Borobudur using illocutionary act theory. The procedures of analysis are as follows:

1. The writer listened to the audio recording.
2. The writer transcribed the information based on the data recording.

3. The writer collected the data by classifying it into the types of speech acts by Searle's theory (Cutting, 2002).
4. The writer identified the types of speech acts and the dominant type of speech acts that are used by the local guides in guiding activities by Searle's theory (Cutting, 2002).
5. The writer calculated the percentage of speech acts types used by the guides in guiding activities by using Hadi's formula (2002: 157) :

$$P=N/T\times 100\%$$

P= Percentage of particular speech acts type.

N=Frequency of particular speech acts type.

T=Number of speech acts type found in the data

6. The writer drew conclusions.

Finding(s) and Discussion

The writer analyzed the types of speech acts on the guide's utterances at Candirejo Ecotourism Village Borobudur, the result can be seen below:

Frequency the types of speech acts

Types of illocutionary act	Kinds of illocutionary act	Total	Percentage (%)
Directive	Asking	21	10.5
	Instructing	10	5.0
	Advising	5	2.5
	Suggesting	3	1.5
	Warning	1	0.5
	Commanding	7	3.5
Commissive	Planning	5	2.5
	Promising	2	1.0
	Offering	8	4.0
Representative	Informing	113	56.5
	Stating	10	5.0
	Asserting	1	0.5
Expressive	Joking	3	1.5
	Greeting	1	0.5

	Complimenting	5	2.5
	Apologizing	1	0.5
	Welcoming	1	0.5
	Thanking	2	1.0
Declarative	Appointing	1	0.5
Total		200	100.0

Conclusion(s)

Based on the analysis of the data, the writer would like to draw some conclusions:

1. There are 5 types of speech acts performed by local guide at Candirejo Ecotourism Village Borobudur, they are directives, commissive, representative, expressive and declarative.
2. The most dominant type of speech acts is representative.

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