

Language Functions Used by Taxi Drivers in Sanur Beach

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Abstract

Topik yang dibahas dalam makalah ini berkaitan dengan Fungsi Bahasa yang Digunakan oleh Pengemudi Taksi di Pantai Sanur dilihat dari konteks situasi. Topik ini dipilih karena fungsi bahasa yang digunakan oleh supirtaksi di pantai Sanur rutinitas sehari-hari untuk mengangkat penumpang ketempat tujuan. Analisis difokuskan pada dua masalah utama. Apa jenis fungsi bahasa yang digunakan oleh supir taksi di Pantai Sanur, ekspresi apa yang digunakan dalam percakapan sopir taksi di Pantai Sanur ?.Teori utama yang digunakan untuk menganalisa data diambil dari teori Function dalam bahasa Inggris yang diajukan oleh John Blundell (1982). Data yang terkumpul dianalisis secara deskriptif, untuk mengetahui jenis fungsi bahasa. Hasil penelitian menunjukkan ada beberapa jenis fungsi bahasa yang digunakan oleh supir taksi di pantai Sanur, saat pengemudi dan penumpang melakukan percakapan. Temuan tersebut menunjukkan bahwa pengemudi mampu mengekspresikan dan menggunakan fungsi bahasa yang terkait dengan situasi di mana mereka berada, dan siapa yang mereka ajak bicara. Apalagi mereka mampu membuat komunikasi dipahami satu sama lain. Menurut penelitian, ungkapan yang digunakan oleh pengemudi sebagian besar terkait dengan kesalahan tata bahasa. Keadaan ini bias disebabkan oleh kurangnya pengetahuan pengemudi sebagai responden dalam tata bahasa, pendidikan dasar mereka, atau pengalaman mereka atau terkadang mereka tetap dipengaruhi oleh bahasa ibu mereka.

Kata kunci: fungsi bahasa, konteks situasi, jenis fungsi bahasa

1. Background of the study

Language is one of the important means of communication in the world. Without language we cannot communicate and live in society with other people. Using the language, we need to know the situation where we are, whom we speak to, and what the topic is. The different background will influence someone's attitude of speaking. English as the first foreign language in Indonesia is well known by people because of the

development of tourism industry in this country. The tourism industry in Indonesia has developed since the last decades and the Indonesia government pays very much attention to this industry.

In this era of globalization, it is possible that a country is genuinely monolingual. Everyone in the world wants to learn other languages from the other countries. And they do that, not only to get more knowledge, but also to get

more skills in communication. Bali is one of tourism destinations. In order to make tourism industry run smoothly, tourism facilities are very important. The existence of taxi drivers is one of the important requirements to support tourism industry. At the same time all tourism aspects need people who are able to use English well, namely to have the ability to express their ideas smoothly in English.

2. Problems of the study

Specifically, problems in the study about language functions used between taxi drivers and foreigners at Sanur Beach can be formulated as follows:

- 1). What expression is used in conversations of the taxi driver in Sanur Beach?
- 2). What types of language functions are used by the taxi drivers in Sanur Beach and the context of the situation?

3. Aims of the Study

The aims of this writing are to identify and describe the types of language functions which are used by taxi drivers and foreigner, especially at Sanur Beach and to analyze

what expressions used by the taxi drivers in neutral, formal, or informal situation in which a conversation take place between the guests and the taxi drivers.

4. Research method

This study was used qualitative method. Qualitative method is the method to find out the answer of the problems and the information narratively. The data was collected by conducting a field research that was taken place in Sanur Beach. The data was collected by conducting observation, interview and note taking. In this observation the data was noted on the paper and then transferred into the form of conversation to make it easier to analyze. In data analysis, there are some stages taken. It is started by transcribing the data which has been collected from the communication (even it comes from the recorder or note taking), classifying the data into written form, then comparing the written data according to their functions, and analyzing the data using the theory of the language function, the last step is presenting the result.

5. Analysis

The function of Greeting

Greeting is used when we give a sign or word of welcome or pleasure when we meeting somebody or receiving passenger. We decide to use formal or informal language according to what situation we are in. There are some expressions, within one function that we can use at any time, such as neutral expression. These expressions can be seen, below:

Driver : *Hi, welcome to my taxi.*

Passenger : Hi...

Driver : Where do you want to go?

Passenger : I want to go to Charming Restaurant at Sanur. Yes, can you put your meter on?

Driver : Okay. Oh, Charming Restaurant.

Passenger : Yes that's right. Do you know that restaurant?

Driver : Yes, it is at Jl. Danau Tamblingan no.97 Sanur, near from here. It

only takes 10 minutes to go there.

Passenger : Okay great!
 How much do I pay for you?

Driver : Just 80.000 rupiah

Passenger : Here 100.000 rupiah. Keep the change.

Driver : Thank you very much, madam. Have a good day.

Based on the conversation above they used an informal expression to greet someone you know well (Blundell, 1987: v). There were some reasons that make the conversation 2 called informal expression. First, the receptionist used **Hi...** To greet the passenger want to go to Javanese Joglo and the Balinese Wantilan, and the taxi driver used **Hi...** because he know that the passenger was his customer.

The Function of Offering Something

This function is used when we put forward something to be considered, so it can then be either accepted or

refused. The taxi driver are required to give a good service to all passenger by offering the taxi service and they use an expression to offer it, there were some expression have been used by receptionist such as:

- Driver : *may I help you?*
- Passenger : I want to go to Le Mayeur Museum. Do you know where it is?
- Driver : Yes, it is near from here. It only takes 10 minutes to go there.
- Passenger : Okay great! How much do I pay for you?
- Driver : Just 70.000 rupiah
- Passenger : Here 100.000 rupiah. Keep the change.
- Driver : Thank you very much, sir. Have a good day.

In the example above, looked a formal expression. It was shown by this sentence “**may I help you**”because the taxi driver offered his help to the passenger. We used this expression, it means the guest needed the help or maybe he did not need the help. But sometime we find the sentence like “How may I help you”. It can be thought has more meaning then previous sentence because we use “How may I help you or How may I assist you”, it means we are sure that the guest needs our help and to be helped.

The Function of Requesting

The function of requesting is used to ask politely for something. When we want someone to do something for us, there are many English expressions we can use. This function is used by the person with a hope the speaker influences the addressee to do something. We can see the requesting expressions by the taxi driver in the bellow.

- Driver : Hi. Where are you going?
- Passenger : To the Hospital, please.
- Driver : *Shall I put your bag in the*

trunk?

Passenger : No thanks. I'll keep it with me. How long will it take to the hospital?

Driver : About 30 minutes. Are you in a hurry?

Passenger : Yes.

Driver : We can take the expressway. There's an extra charge, okay?

Passenger : That's okay, thanks.

Driver : Fasten your seatbelt, please.

Passenger : Okay.

Driver : *Here's the expressway. Can I have Rp. 30.000 for the fee?*

Passenger : Here you are.

Driver : Why are you in hurry?

Passenger : Yes, I'm going to see my friend because he just got accident..

Driver : Okay. Here is the hospital.

Passenger : Thank you. How much is it?

Driver : Rp. 60.000

Passenger : Here's Rp. 100.000. Keep the change.

Based on the above conversation, the italic sentences were the expression of requesting used by the taxi driver in expressing the function of requesting. We can see from the sentences "**Shall I put your bag in the trunk?**", "**Here's the expressway. Can I have Rp. 30.000 for the fee?**" which formed the expressions more polite. From the conversation we know that the taxi driver attitude in this conversation was friendly, polite, helpful, intelligent and efficient to handle the passenger.

The Function of Apologizing

The function of apologizing one is sorry, especially for having done, something wrong or for upsetting somebody. In handling complaint, the taxi driver should know what the passenger expect. It is the emotive function in which the speaker is expressing his regret, there are many elements can be applied to describe this function such as: I'm sorry, Sorry, I'm about late, Please accept my apologies, I'm awfully sorry

Example 1:

Passenger : Good afternoon!
Could you please
take me to the
Hospital?

Driver : Yes, of course
madam! Please
come in. Is there
any trouble with
you?

Passenger : Yes, I hit a rock
on my feet while
I'm surfing in
Sanur beach.

Driver : *I'm sorry to
hear that,
madam. But is
everything fine
with your feet?*

Passenger : I think so, but I
have to go to the
hospital now.

Driver : Okay, I will
drive very fast.
*I'm awfully sorry
about that
accident.*

Passenger : Thank you.

From the conversation above the
taxi driver used two kinds of
expressions, the first one is to say sorry
for her to order that she got an accident

while she was surfing, by using the
expression " **I'm sorry to hear that,
madam**". The second is an expression
to apologize to the passenger by saying
"**I'm awfully sorry about that
accident,**" this expression is very
important for us in order to give a
respect for her.

The Function of Thanking

Thanking is used to say
thanks to someone else, who
help us or because we want to
respect them. Generally, it is
done when the passenger comes
to the taxi and when they want
to leave. We should say thanks
to show our respect for their
arrival. There were some
examples below:

Example:

Driver : Where do you
want to go?

Passenger : I want to change
my hotel from
Prama Sanur
Beach Hotel to
Alila Hotel
Seminyak.

Driver : Do you bring
any luggage? So, I will help
you put on the trunk.

Passenger : Yes, you can take in the lobby.

Driver : Alright, you can come in to my taxi. Then, I have to take your luggage first.

Passenger : Yes, thank you sir

Driver : Here we are in Alila Seminyak.

Passenger : Okay great!
How much do I pay for you?

Driver : Just 200.000 rupiah

Passenger : Here 250.000 rupiah keep for you tip.

Driver : *Thank you very much, sir. Have a good day.*

Passenger : You're welcome.

Based on the above conversation, the italic sentences were the expressions of thanking used by the taxi driver in expressing the function of thanking. We can see from the

sentences:” *Thank you very much, sir. Have a good day*”.

The passenger was very happy and pleased with the way when the taxi driver used the expressions of thanking to him.

6. CONCLUSION

Based on the analysis in chapter three it can be concluded as follows.

There are eight language functions have been analyzed such as the function of greeting, the function of offering something, the function of giving and asking information, the function describing thing, the function of requesting, the function of apologizing, the function of thanking, the function of saying goodbye. Based on the analyzed the function of greeting and offering something that used by the taxi driver and passenger to interact, get closer, find attention, to make a good relationship in the conversation, and need to answer yes or no, or at least the expression between them. Then, the function of giving information and the function of describing things is used by taxi driver and passenger to show the performance, ability, knowledge about tourism destinations, etc.

The language functions used by the taxi drivers in Sanur Beach can be both of formal or informal language depends on the context situation happened between the taxi driver and the passengers, because they have to make the situation more familiar and happy to the passenger in order to make the passengers feeling enjoy and feel like escorted by their own family.

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