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## An Analysis on The Use of English Speech Acts Functions by The Staff of Home Stay at Belumbang Tourism Village in Tabanan , Bali

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### ABSTRACT

The purpose of the present research was to analyze the use of English speech acts functions by the staff of home stay at Belumbang Tourism Village in Tabanan Bali. The research method applied was descriptive qualitative approach which was largely relied on the philosophy of phenomenology approach. The types of data were the qualitative ones which were in the forms of word, phrases, expressions and sentences on the use of English speech functions. The sources of data were primary data which were directly collected from the respondents and the key informant, and the secondary data which were collected from the existing data provided by the second party. The methods used for data collections were observation, questionnaires and interview methods. The methods for data analyzes was descriptive qualitative by using the theory of speech acts functions proposed by Searle (1983). The population of the research were 30 people. The sampling technique applied was the non-probability sampling. The findings of the research were as the result and the discussion showed that those 5 speech acts functions, such as: assertive, directives, expressive, commissive, and declarative were used.

**Keywords:** *English speech acts, speech acts, home stay, tourism village*

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### 1. INTRODUCTION

Bali is the most interesting and popular tourism destinations, not only in Indonesia but also in the world, which has been visited by many tourists, both domestics and foreign ones as the fact showed that the high number of tourists visit to Bali is caused by the beauty of its nature starting from the beaches, the mountains, the rivers, the rice terraces, the friendliness of the people, the uniqueness of its custom, tradition, arts and cultures.

A tourism village, according to Muliawan (2008) cited in Hayat and Novita (2010: 12), is a village which has unique and specific tourist attractions, either the natural physical characteristics or the social cultural life of the local people which

are managed and packaged attractively and naturally with the supports of its tourism facilities in an harmonious and well managed and planned so that the village is ready to accept and promote the visit of the tourists to the village, as well as its able to drive the tourism economic activities which by the end can improve the welfare and empowerment of the local people.

Belumbang village is one of the tourism villages in Tabanan Regency. The determination of Belumbang village as a tourism village is based on the letter of Tabanan Regent number 180/607/03/ HK/2022. The decision on determining of Belumbang village as a tourism village by the government of Tabanan Regency brings the consequences for the village where it has to implement of the following responsibilities, such as : (1) to motivate the local community to improve their awareness of the importance of tourism development; (2) to socialize and cultural the “ seven wonder” (Sapta Pesona) to the local people; (3) to carry out certain activities, such as: general cleaning, planting trees (green campaign), and so on to support tourism activities’ and (4) to report to the local government of Tabanan regency about the progress of tourism development in the village. Based on the preliminary interview with the leader of POKDARWIS) of Belumbang Tourism Village, Mr. Wayan Sudartayana, as a key informant, said that those tourism potentiates possessed by the village are as follows: (1) Tourism Objects, such as Beji Mapasina, Beji Merangi, Campuhan Tiga, Beji Toya and Beji Tegeh; (2) Village Temples, such as Pura Puseh, Pura Bedugul, Pura Batur Sari, Pura Dalem (Yeh Malet Kelod), Pura Catu, Pura Dalem Belong, and Pura Dalem; (3) Facilities for tourism activities are camping ground, river trekking, and bike track; (4) accommodation facilities ( home stay, villa and guest house), such as The Catu Home stay, Villa Awan Padi, and The Dukuh Retreat Guest.

According to Searle (1983: 357-363) and Tarigan (2009: 42-44) cited in Murdana (2014: 34-36) that there are five speech act functions which are in the forms of speech acts. Those five speech act functions are: (1) assertive, (2) directives, (3) expressive, (4) commissive, and (5) declaratives. Each of these five speech act functions can be described as follows: (1) assertive. Assertive are speech acts which function for fighting the speaker on the truth which is expressed, for examples: stating, suggesting, complaining, and so on. (2) directives. Directives are speech acts which function for making some impacts to the speaker to do some actions, for examples: ordering, commanding, requesting, and so on. (3) expressive. Expressive are speech acts which functions for stating or showing psychological attitudes of the speaker toward certain situation, for example: thanking, congratulating, pardoning, and so on.. (4) commissive. Commissive are speech acts which functions for stating promise or offering, for examples: promising, offering, viewing, and so on. (5) declaratives. Declaratives are speech acts which functions for connecting the content of speech to the facts, for example dismissing, appointing, and so on.

According to Muliawan (2008) cited in Hayat and Novita (2018: 12) that tourism village is a village which has unique, potential and specific tourist attraction, either village natural and physical characteristics or social cultural life of the community which are managed and packaged attractively and naturally by developing the supporting tourism facilities, in harmonious ecological management, and a well-planned and management, so that it is ready to receive and enhance the

visit of the tourism economy which can improve the welfare and the empowerment of the local community.

Muliawan (2008) cited in Hayat and Novita (2018: 12-13) states that the criteria of a tourism village are as follows: (1) The tourism village has some unique potentials and specific tourism attractions (as tourist attractions), either in the forms of physical natural characteristics of the village or the sociocultural life of the local community. (2) It has the supporting and the readiness of tourism supporting facilities related to the village tourist activities, which can be in the forms of accommodation, open spaces which enable the interactions between the local community and the tourists, or other supporting facilities. (3) It has the interaction with the tourist market which can be traced back from the tourist visit the village. (4) There are supports, initiative, and participation from the local community toward the development of the village related to the tourist activities (as a tourism village).

According to Yoeti (1985) cited in Hayat and Novita (2018: 13-15) the elements of a tourism village are as follows: (1) The characteristics of tourism object, (2) The types of tourism object.

Each of the two elements of tourism village can be described as follows: (1) The tourism village must have "something to see".

It means that the village should have a tourism object and a tourist attractions which is different from the ones possessed by other tourism village. In other words, the village should have a specific and unique tourism attraction. (1) The tourism village must have "something to do". It means that the tourism village must have the availability of recreation facilities or amusement which can make the tourists stay longer at the village. (2) The tourism village must have "something to buy". It means that at the tourism village there must be a place for shopping, especially souvenirs, local people's handicraft which can be bought and brought home by the tourists.

Pandit (1994) cited in Hayat and Novita (2018: 14-15) states that based on the travel motivation and objectives by the travelers. The types of the tourism objects can be classified as follows (1) Cultural Tourism Objects. The motivation and objectives of the travelers are to learn about the people, their customs and traditions, their way of life and their arts and cultures. (2) Health Tourism Object. The travelling objectives of the travelers are to get new atmosphere and new environmental situations outside their daily residential places for the purpose of health and for relax. (3) Sport Tourism Objects. The objective of the travelers doing the traveler are to do the sports or intentionally wants to take part in a sport event in a certain place in a country. (4) Commercial Tourism Objects. The objectives of the travelling are to visit exhibitions and grand festivals which are carried out commercially. (5) Political Tourism Objects. The travelling to the tourism object is done with the objective of visiting or activity taking part in a political event. (6) Vigesimal tourism Objects. The objectives of vigesimal tour are to visit and to know more about religion, history/customs/traditions of a place/heritage/tourism objects. (7) Marine Tourism Objects. The objectives of marine are to do water sports, such as fishing, sailing, diving, surfing or to see under sea water life creatures.

The use of speech act functions by the staff of home stay/villa/guest house at Belumbang Tourism Village to communicate with the foreign tourist is a social and language phenomena, which is very interesting to do research. This is because the

interaction and communication happened among the staff of the home stay and the foreign tourists involved the interaction and relationship among people which have different social and cultural background. When the interlocutors communicate there could occur a misunderstanding, so that it could make conflict and have a bad impact to the process of communication. Therefore, in order to prove the problems/the gaps it needs to carry out the field research in order to get the valid and reliable data which can be defended in order to prove the problems and gaps.

## **2. METHOD**

The research approach applied in the present is descriptive qualitative, an approach which is largely depended on the philosophy of phenomenology. The types of data in this present research is qualitative data. There are three methods and technique for collecting data used in this present research such as: (1) Observation. Observation method is done by the researches in the area of Belumbang Tourism Village, observing the availability of tourism objects, tourism attraction facility of and so on. (2) Questionnaire. The questionnaires are distributed and completed by the staff of home stay at Belumbang Tourism Village. (4) Interviewed. The theory was done to the leader of the awareness group (Ketua Pokdarwis) as a key informant.

The total number of population of the present research are 30 (thirty) people consisting of the staff of The Catu Home Stay, Villa Awan Padi, The Dukuh Retreat Guest House, the leader and the members of the Pokdarwis of Belumbang Tourism Village. The sample of the present research are chosen by using the non-probability. Sampling technique where not all of the population are given the opportunity to be chosen as the example of the research. In this case, there are two sampling techniques used, which are purposive sampling and saturated sampling. By purposive sampling, it means the samples are chosen based on certain objectives, which is the staff of home stay are expected to be able to give data/information to the researchers. By saturated sampling it means that all the numbers of population is also used as sample. This is done because the total number of the population is relatively small, therefore all the 30 (thirty) numbers of the population is also chosen as the sample of the research.

The method used to analyze the data is the descriptive qualitative method. In this case, the language data in the forms of speech acts functions, such as words, phrases, sentences are analyzed qualitatively using the theory of speech acts functioned proposed by Searle (1983).

## **3. RESULT AND DISCUSSION**

### **3.1 The use of speech act functions: "Assertive".**

The data on the use of speech act functions: "Assertive" by the respondents or the staff of home stay at Belumbang Tourism Village can be described as follows: Respondent 1(R.1). Data 1 (D.1): "Stating"  
"Good morning sir/madam. Welcome to our home stay. It is very nice to meet you. Please enjoy your stay".

Analyzes:

Respondent 1 (R.1) is a staff of home stay at Belumbang Tourism Village using the speech act functions: assertive, that is 'stating' by stating and welcoming the guest to the home stay.

Respondent 2 (R.2). Data 2 (D.2): "Suggesting".

"Have a seat please, sir/madam. Please enjoy your welcome drink, sir/madam".

Analyzes:

Respondent 2 (R.2) is a staff of home stay at Belumbang Tourism Village using the speech act functions : assertive, that is 'suggesting' to the guest by suggesting the guest to do something".

Respondent 3 (R.3). Data 3 (D.3): "Complaining".

"We are so sorry sir/madam that the weather is so bad today. There was very bad raining this week".

Analyzes:

Respondent 3 (R.3) is a staff of home stay at Belumbang Tourism Village using the speech act functions: assertive that is 'complaining' about the weather condition recently and shaped it to the guest visiting and staying at the home stay.

### **3.2 The use of speech act functions: "Directive".**

The data on the use of speech act functions directive by the respondent or the staff of home stay at Belumbang Tourism Village can be described as follows:

Respondent 4 (R.4). Data 4 (D.4): "Ordering".

"Could you wait your order for a moment please sir/madam?"

Analyzes:

Respondent 4 (R.4) is a staff of home stay at Belumbang Tourism Village using the speech act functions of ordering by asking the guest to wait for his/her meal/food which he/she has ordered at the restaurant/warung at the home stay.

Respondent 5 (R.5). Data 5 (D.5): "Commanding".

"Excuse me sir/madam. Could you sign the receipt, please?"

Analyzes:

Respondent 5 (R.5) is a staff of home stay at Belumbang Tourism Village using the speech act functions of commanding , that is commanding the guest to sign the receipt as the evident of paying the bill for staying at the home stay".

Respondent 6 (R.6). Data 6 (D.6): "Requesting".

"Excuse me sir/madam. Could you spell your name, please?"

Analyzes:

Respondent 6 is a staff of home stay at Belumbang Tourism Village using the speech act functions requesting that is asking the guest to spell his/her name.

### **3.3. The use of speech act functions: "Expressive"**

The data on the use of speech act functions: "Expressive", the respondent or the staff of home stay at Belumbang Tourism Village can be described as follows: Respondent 7 (R.7). Data 7 (D.7): "Thanking".

"Thank you so much for staying at our home stay sir/madam".

Analyzes:

Respondent 7 (R.7) is a staff of home stay at Belumbang Tourism Village using the speech act functions of expressive, that is thanking, that is to state or to show or to express his/her psychological acts to the situation of the guests who has stayed at the home stay.

Respondent 8 (R.8). Data 8 (D.8): "Congratulating".

"Happy wedding anniversary Mr. and Mrs. Brown".

Analyzes:

Respondent 8 (R.8) is a staff of home stay at Belumbang Tourism Village using the speech act functions of expressive, congratulation that is stating or showing the psychological acts to the guests who are staying at the home stay.

Respondent 9 (R.9). Data 9 (D.9): "Pardoning".

"I am very sorry sir/madam for the slow service".

Analyzes:

Respondent 9 (R.9) is a staff of home stay at Belumbang Tourism Village using the speech act functions of expressive, pardoning that is stating or showing the psychological acts to the guest staying at the home stay, about the slow service at the home stay.

### **3.4 The use of speech act functions: "Commissive".**

The data on the use of speech act functions: "Commissive" by the respondent or the staff of home stay at Belumbang Tourism Village can be described as follows:

Respondent 10 (R.10). Data 10 (D.10): "Promising".

"I promise to give best service next time sir/madam".

Analyzes:

Respondent 10 (R.10) is a staff of home stay at Belumbang Tourism Village using the speech act functions of promising, that is stating promise or offering to the guests who are stay at the home stay.

Respondent 11 (R.11). Data 11 (D.11): "Offering".

"Would you like a cup of coffee sir/madam?"

Analyzes:

Respondent 11 (R.11) is a staff of home stay at Belumbang Tourism Village using the speech act functions of offering something to the guests who are staying at the home stay.

Respondent 12 (R.12). Data 12 (D.12): "Offering".

"Would you like some Balinese food sir/madam?"

Analyzes:

Respondent 12 (R.12) is a staff of home stay at Belumbang Tourism Village using

the speech act functions of commissive, that is 'offering' to offer some Balinese food to the guests whoa staying at the home stay.

### **3.5 The use of speech act functions: "Declarative".**

The data on the use of speech act functions: "Declarative" by the respondent or the staff of home stay at Belumbang Tourism Village can be described as follows:

Respondent 13 (R.13). Data 13 (D.13): "Resigning".

"There was one of my friends resigned from this home stay last month".

Analyzes:

Respondent 13 (R.13). Data 13 (D.13) is a staff of home stay at Belumbang Tourism Village using the speech act functions of declarative, 'resigning' that is stating to the guest who is staying at the home stay that one of his/her friends resigned from the home stay last month.

Respondent 14 (R.14). Data 14 (D.14): "Appointing".

"I have been appointed as the staff of the home stay for 2 years".

Analyzes:

Respondent 14 (R.14) is a staff of home stay at Belumbang Tourism Village using the speech act functions of declarative, that is 'appointing' to the guest who is staying at the home stay about his/her appointed as the staff of home stay for 2 years.

Respondent 15 (R.15). Data 15 (D.15): "Dismissing".

"There was one of my friends dismissed for the home stay because of not discipline".

Analyzes:

Respondent 15 (R.15) is a staff of home stay at Belumbang Tourism Village using the speech act functions of declarative, that is dismissing, stating to the guest who are staying at the home stay that one of his/her friends dismissed from the home stay by the owner because of not discipline.

## **4. CONCLUSION**

As the result and discussion of the present research showed that it could be concluded that those 5 (five) speech act functions had been used by the staff of home stay at Belumbang Tourism Village. Those 5 (five) speech act functions can be summarized shortly as follows: (1) Assertive speech act functions for stating the truth, such as: stating, suggesting, and complaining. (2) Directive speech act functions for doing acts, such as ordering, commanding, and requesting. (3) Expressive speech act functions for stating or showing psychological actions, such as thanking, congratulating, and pardoning. (4) Commissive speech act functions for stating promise or offering, such as promising, viewing, offering. (5) Declarative speech act functions for connecting the content of speech to the reality, such as resigning, dismissing, and appointing.

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