POLITEKNIK PARIWISATA BALI

Accuracy of Expressing Greetings, Farewells and Form of Address in English by Taxi Drivers in Nusa Dua Resorts, Bali

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ABSTRACT

This study examines the accuracy with which taxi drivers at Nusa Dua International Resort in Bali express interrelated language functions, specifically greetings, farewells, and forms of address. Data were collected from 50 respondents through a test consisting of 14 situational questions in Bahasa Indonesia, yielding a total of 1,100 responses. The results indicate that 518 responses (47%) were correct, while 582 (53%) were incorrect. Among the 18 expected expressions, the three most common errors were found in "ladies and gentlemen" (92%), followed by "ladies and gentleman" (90%) and "sir (and) madam" (86%). Conversely, the three least common errors were in "good afternoon" (18%), "good morning" (16%), and "sir" (16%). These mistakes stem from a lack of familiarity with the expressions, often leading to negative transfer from Bahasa Indonesia to English. Overall, respondents reported that greetings were the easiest language function, while addressing proved to be the most challenging. The pedagogical implications of this study suggest that English language trainers should tailor their teaching to focus on the expressions with higher error rates. The frequency and types of errors identified can serve as valuable discussion points in teaching sessions.

Keywords: English accuracy, farewells, form of address, greetings, taxi drivers

1. INTRODUCTION

Nusa Dua International Resort is included in the administrative area of South Kuta District, Badung Regency, Bali. Nusa Dua, which is located at the southern tip of Bali Island or about 40 kilometers from Denpasar (capital of Bali province), has beautiful white sand beaches, clear sea water and perfect tourist services. This area is also known as a luxurious and prestigious resort that offers international standard accommodation. Setiawan (2022) states Nusa Dua is the best resort area in the world which contains 19 five-star hotels with 5,285 rooms. Other important facilities are an exclusive golf course, a world-class convention center, and restaurants serving international and local cuisine. With all the natural beauty and services available in Nusa Dua, classy tourists (both domestic and international) are

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very interested in visiting and living in this area. Paramacitra (2023) reported that occupancy in the Nusa Dua area reached 84.05 percent in July 2023. There were 95,792 tourists visiting the Nusa Dua area. This number is dominated by visits from foreign tourists, which were recorded at 70,886 people.

However, public transportation in Nusa Dua and its surroundings is very limited. Most tourists or guests use taxis as transportation services, both within, from and to the area and its surroundings. Because of the high level of tourist visits to Nusa Dua, of course this is a good opportunity for the taxi drivers. Because the majority of guests are foreigners, it is certain that the taxi passengers are also mostly foreign guests. Therefore, it is hoped that taxi drivers speak foreign languages, at least English.

During the initial research conducted in February 2024, we interviewed the Assistant Manager and Human Resources Development team of PT Blue Bird Tbk, which manages around 900 Bluebird taxis in Jimbaran, Nusa Dua. They said that taxi drivers in tourist areas in Bali, especially around Nusa Dua area, must be able to speak English, at least daily basic speaking skills used to communicate with foreign customers when carrying out their tasks. The basic speaking skills that drivers must be able to do are greeting by the guest's name, introducing themselves, reminding the passengers to wear seat belts, asking or confirming the guest's destination, checking for a comfortable air-conditioning temperature, providing estimated travel time from the start to the destination, offering to listen to music, informing that the destination is near (about 5 minutes before arriving), reminding not to leave luggage behind, thanking for using the taxi service as well as inviting to use the service again next time, and saying goodbye.

Then we asked the team, if training was held for the taxi drivers whose English skills were low, what materials should be prioritized. They answered the drivers must be able to greet the passengers by saying their name both when meeting and parting with them. Thus, from the basic speaking skills expected above, this research focuses on three language functions, i.e. greeting, addressing, and saying farewell. The aim of this research is to determine the ability of the taxi drivers in expressing these three interrelated language functions, e.g. 'Good morning sir', 'Good evening Mr. Brown', 'Good night Mrs. Brown'. However, the English language training is usually conducted in a short time, i.e. for one month including 8 hours. That is why, it is essential to know which expressions are given more emphasis and which ones are given less.

Considering the importance of the ability to express the language functions above, of course we expect these three expressions not only to be conveyed appropriately but also accurately. Taking this into account, the problem formulation of this research is how accurate do the taxi drivers in Nusa Dua express greetings, addressing and farewells in English to foreign passengers? The pedagogical implications of this research will place emphasis on related aspects that need to be taught. There is no doubt that being able to greet customers accurately is very important, because greeting is the first expression that is spoken when communicating and it is often said that greeting gives a first impression. Therefore, conducting a research on greetings is not a trivial activity. Baratta (2009:162-4) asserts: "one reason why greetings are suggested to be a worthy focus of study is that English greetings are a speech act that have not received a great deal of

attention when compared with other speech acts within the English language". He also says that it also offers pedagogical suggestions for EFL teachers as to how this speech act might be approached within the classroom.

Teaching greetings to EFL learners is often not given serious attention in learning and is often considered as a trivial learning material. Zeff (2016) claims that teaching greetings is given too little attention in the classroom, and it is often neglected. That is why many learners are not able to use greetings correctly. House et al (2023) says that the phenomenon of greeting in English can be surprisingly challenging for speakers of other languages. Liu (2016) defines greeting as "the exchange of expressions, pleasantries or good wishes between two people interacting for the purpose of fulfilling social obligations, or for the establishment of interpersonal relationships. It occurs at the opening of an interaction or as a marker of its closing. This can be considered a necessary opening to every new encounter. Likewise, ability to address people correctly is crucial, because when people meet someone, especially a customer or guest, they definitely think about how they should address him or her. Formentelli and Hajek (2016) states that "Each time people engage in communication, one of the crucial decisions they have to make is how they are going to address each other".

The same case also applies to ability of expressing farewells. Farwell (2019) states "The point of saying goodbye is to mark and acknowledge the ending, get closure, honor the memories, and prepare for our new beginning. Life is full of endings after all." Therefore, it is important to learn how to say goodbye in English because this is a crucial conversational skill. Saying goodbye at the end of a conversation or when leaving a group is polite. It makes the other party know that they are respected.

There is of course a number of ways for expressing greetings, addressing people and saying farewells. However, this study limits the expressions to the formal ones because the relationship between a taxi driver and his passengers tends to be in a formal relationship. In another words, this research focuses on the expressions of the language functions that the taxi drivers in Nusa Dua are expected to be able to say, i.e. greetings including 'good morning', 'good afternoon', 'good evening'; farewells including 'goodbye', 'good night'; and addressing including 'sir', 'madam', 'miss', 'lady', 'ladies', 'gentleman', 'gentlemen', 'Mr', 'Mrs', 'Ms', 'Miss'.

A summary of expressing greetings, addressing and saying farewells is written by Muliana in his course book (2018:19-21), as follows:

> In English we say **Good Morning** when we meet people in the morning, that is, from when the sun comes up (about 5 a.m.) until 12 noon. After that we say **Good afternoon** until about 5 or 6 p.m., when the sun goes down. When they leave we say **Goodbye**. In the evening or at night we say **Good evening** when we meet people and we say **Good night** when we leave them.
> If you don't know the name of a man who is a guest in your restaurant, call him **sir**. When you talk to an older woman, call her **madam**. A young girl is called **miss**. More than one man are called **gentlemen** and more than one woman are called **ladies**.
> When we greet our client, we **don't** say Good morning Mr or Good afternoon Mrs. We only use the words **Mr** and **Mrs** with the (first name and the) surname

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of the client. If the client is John Smith, call him Mr Smith or Mr John Smith, **not** Mr John. If the client is Jane Brown, and she is married, call her Mrs Brown or Mrs Jane Brown. **Ms** [mèz] is used before the (first name and the) surname of a woman, whether married or unmarried, for example, Ms (Mary) Green. We use **Miss** for unmarried woman, for example Miss (Sophia) Smith.

Accuracy of expressing formal greetings, addressing, and farewell as mentioned above that the taxi drivers in Nusa Dua are expected to be able to do. So this is the object of this research.

2. METHOD

This study used both quantitative and qualitative methods. Data was collected from 50 respondents using a test containing 14 questions in Bahasa Indonesia. The general instruction of the questions is *Apa yang 'Anda katakan pada saat memberi salam kepada tamu-tamu berikut secara formal?'* meaning 'What would you formally say to the guests in the following situations?' The 14 questions test the language functions of greetings (including expressions: 'good morning', 'good afternoon', 'good evening'), farewells (including expressions: 'goodbye', 'good night') and addressing (including expressions: 'sir', 'madam', 'miss', 'lady', 'ladies', 'gentleman', 'gentlemen', 'Mr', 'Mrs', 'Ms', 'Miss').

The collected data was analyzed quantitatively to determine the percentage of errors. Then the type of errors are analyzed qualitatively. Moreover, interviews with several respondents were also conducted to find out their reasons for giving certain answers to the questions.

3. RESULTS AND DISCUSSION

3.1 Result

The 14 questions used to collect the data followed with the expected answers are presented in the table below.

Table 1: The Test and Expected Answers

| No | Statements | Expected Answers | | |
		Greetings	Farewells	Addressing
1	*Menyambut seorang pria sekitar pukul 09.00.*	Good morning	-	sir
2	*Menyambut seorang wanita sekitar pukul 11.45.*	Good morning	-	madam
3	*Menyambut tiga orang wanita sekitar pukul 12.30.*	Good afternoon	-	ladies
4	*Menyambut dua orang pria sekitar pukul 16.00.*	Good afternoon	-	gentlemen
5	*Menyambut seorang gadis (sekitar umur 15 tahun) sekitar pukul 19.00.*	Good evening	-	miss
6	*Berpisah dengan sepasang suami istri sekitar pukul 10.00.*	-	Goodbye	sir (and) madam

7	*Berpisah dengan beberapa pria dan beberapa wanita sekitar pukul 21.00.*	-	Good night (or Goodbye)	ladies and gentlemen
8	*Menyambut beberapa pria dan seorang wanita sekitar pukul 21.00.*	Good evening	-	lady and gentlemen
9	*Berpisah dengan seorang pria dan beberapa wanita sekitar pukul 16.00.*	-	Goodbye	ladies and gentleman
10	*Memanggil John Walker (seorang pria).*	-	-	Mr. (John) Walker
11	*Memanggil suami dari Alice Watson.*	-	-	Mr. Watson
12	*Memanggil istri dari Tony Wright.*	-	-	Mrs. Wright
13	*Memanggil Mary Potter (tidak diketahui status perkawinannya).*	-	-	Ms. (Mary) Potter
14	*Memanggil Catherine Collins (seorang gadis kira-kira umur 15 tahun).*	-	-	Miss (Chatherine) Collins

The collected data is tabulated as shown in the following table. There are 18 expressions which are assessed from the 50 respondents. Then the total correct and incorrect answers of the expected answers are decided.

Table 2: Result of Taxi Drivers' Respond

No.	Expected Answers	Total Answers	Correct Answers		Wrong Answers	
			Total	%	Total	%
1	Good morning	100	84	84%	16	16%
2	Good afternoon	100	81	81%	19	18%
3	Good evening	50	37	74%	13	26%
4	Goodbye	100	49	49%	51	51%
5	Good night/Goodbye	50	37	74%	13	26%
6	sir	50	42	84%	8	16%
7	madam	50	22	44%	28	56%
8	miss	50	16	32%	34	66%
9	sir (and) madam	50	7	14%	43	86%
10	ladies	50	13	26%	37	74%
11	gentlemen	50	12	24%	38	76%
12	ladies and gentlemen	50	27	54%	23	46%
13	lady and gentlemen	50	4	8%	46	92%
14	ladies and gentleman	50	5	10%	45	90%
15	Mr.	100	44	44%	56	56%
16	Mrs.	50	13	26%	37	74%
17	Ms.	50	9	18%	41	82%
18	Miss.	50	16	32%	34	68%
	TOTAL	1,100	518	47%	582	53%

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Looking at the total answers in the table above, it can be said that the taxi drivers in Nusa Dua are not accurate in expressing greetings, farewells and addressing. Because only 518 (47%) answers out of 1,100 are correct. If the errors in the table above are ranked from the most errors to the least, it can be shown in the following table.

Table 3: Error Ranking and Mistakes Types

No.	Ranking of Errors	Expected Answers	Percentage of Errors	Mistakes
1	1	lady and gentlemen	92%	ladies and gentlemen, gentleman and madam, madam and gentleman, gentlemen and miss, Mr. and Mrs., ladies, Man and girls, gentlemen and ladies, boys and girls, sir and miss, guys, everyone, sirs and madam
2	2	ladies and gentleman	90%	sir and madam, sir and ladies, Mr. and Miss, Mr. and Mrs., Miss and Mr., Mr. and ladies, sir and miss, boys and girls, boy and ladies, everybody, guys, sir and madams
3	3	sir (and) madam	86%	Mr., Mrs., Mr. and Mrs., Mr. and Miss, Mr. and Ms., father and mother
4	4	Ms.	82%	miss, ladies, madam, Miss Potter, Mrs. Potter, Mary Potter, Ms. Mary, Miss Mary, Mary
5	5	gentlemen	76%	gentleman, gentlemens, Mr., sir, man, men, boys, guys, sir sir
6	6	ladies	74%	Mrs., woman, women, madam, madams, miss, everybody, girls
7	6	Mrs.	74%	madam, Miss, Mrs. Tony, Mrs. Tony Wright, Ms. Wright
8	7	Miss.	68%	ladies, miss, Miss, Miss Catherine, Ms. Catherine, Mrs. Catherine Collins, Catherine, Catherine Collins
9	8	miss	66%	girl, young girl, girls, young lady, ladies, Ms., Mrs.
10	9	Mr.	56%	sir, John, Mr. John, Mr. Alice Watson, Mr. Alice, Ms. Alice Watson
11	9	madam	56%	Mrs., Ms., Miss, miss, girls, ladies
12	10	Goodbye	51%	Good morning, Good afternoon.

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13	11	ladies and gentlemen	46%	gentlemen and ladies, Mr. and Ms., man and woman, everybody, guys and girls, sir and madam
14	12	Good evening	26%	Hi, Hello, Good afternoon, Good night
15	12	Good night/ Goodbye	26%	Good evening
16	13	Good afternoon	18%	Hi, Hello, Good noon, Good day, Good evening
17	14	Good morning	16%	Hi, Hello, Good afternoon
18	14	sir	16%	Mr., boy, father, gentlemen

The table above shows that expressions ranked 12 to 14 (i.e. 5 out of 18 expressions) can be expressed accurately by the respondents because the number of errors is below 30%, in other words the correct answer is above 70%. Meanwhile, expressions ranked 1 – 11 (i.e. 13 out of 18 expressions) cannot be expressed accurately by taxi drivers because the error is above 30%, in other words, the correct answer is below 70%. It can be seen from the percentage of errors that the respondents find greetings are the easiest and the addressing is the most difficult.

The types of errors shown in the last column of the table can be discussed as follows. The respondents' ability to convey the expressions above accurately or inaccurately is influenced by whether they have or do not have knowledge of using the expressions. Besides that, this ability is also determined by language interference. Richard et al (1992) in Listyaningrum Arifin (2011) clasify language transfer into negative transfer and positive transfer. Negative transfer is the use of a native-language pattern or role which leads to an error or inappropriate form in the target language. An example in this study is that the Indonesian greeting *selamat malam* when meeting someone (Question 9) is translated as 'good night' instead of 'good evening'. Positive transfer, on the other hand, is the one that makes the learning easier, and may occur when both native language and the target language have similar forms. In this research, for example, the Indonesian greeting *selamat pagi* (which is expressed in the morning until around 10 o'clock) is translated as 'good morning' (Question 1).

3.2 Discussion

3.2.1 Greetings

The basic formal greetings that the taxi drivers are expected to be able to convey to customers are 'good morning', 'good afternoon' and 'good evening'. Looking at the respondents' answers in which they are expected to answer with 'good morning', there are only 16% wrong answers, in other words the taxi drivers were able to express this expression accurately. This may be in accordance with Sulaiman's findings (2017) that there are similarities between the greetings in English 'good morning' and 'good morning' in Indonesian.

The mistakes that exist are the use of 'Hi' and 'Hello' which are less formal that are not properly expressed to the customers, especially when meeting them for the

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first time. Another mistake is 'good afternoon'. This arises from the answer to Question 2 (i.e. greeting at 11.45). Respondents may think that the translation of *selamat siang* is 'good afternoon'. Because the Indonesian greeting at 11.45 is *selamat siang*, the respondents translated it as 'good afternoon', meanwhile, in English we say 'good morning' until 12.00.

There is an 18% of errors in the expected answer 'good afternoon', so it can be said that taxi drivers can express this expression accurately. Mistakes in the form of less formal expressions 'Hi' and 'Hello' also appear here. Other mistakes are 'good noon', good day' and 'good evening'. The mistakes 'good noon' and 'good day' are the answers to Question 3 (i.e. greeting at 12.30). These mistakes may result from a prediction that the respondents know 'good noon' and 'good day' in Indonesian as *selamat siang*. Meanwhile, the mistake 'good evening' is the answer to Question 4 (i.e. greeting at 16.00), this probably occurred because the respondents may think *selamat sore* is translated as 'good evening' in English.

There is a 26% errors in the expected answer 'good evening', so it can be said that taxi drivers can use this expression accurately. Like points 1 and 2, there are also mistakes in the form of less formal greetings 'Hi' and Hello'. Other mistakes are 'good afternoon' and 'good night'. It is possible that the mistake 'good afternoon' arises from the respondents' ignorance or because they think Question 5 (greeting at 19.00) as Indonesian *sore* or *senja* which is then translated as 'afternoon'. Meanwhile, the 'good night' mistake is the answer to Question 8 (greeting at 21.00) that is clearly influenced by Bahasa Indonesia *malam* which is translated as 'night', even though in fact 'good night' is used to express farewell in the evening or at night. Sulaiman (2017) states that Indonesian students often say 'good night' when meeting and greeting someone at night, they actually must say 'good evening'.

3.2.2 Farewells

In expressing farewells, there are two expressions tested, namely 'goodbye' and 'good night' (which can also be expressed as 'goodbye'). It seems surprising that errors reach 51% in using the expected expression 'goodbye', even though the assumption is not that difficult. The mistakes that appear are 'good morning' and 'good afternoon'. Referring to Question 6 (i.e. farewell at 10.00), it is possible that this mistake was caused by negative transfer from Bahasa Indonesia because it is very common in parting to say *selamat pagi* or *selamat sore* rather than saying *selamat jalan* or *selamat tinggal*.

The expected answer to Question 7 (farewell at 21.00) is 'good night' which can also be said as 'goodbye'. Respondents are quite accurate in using this expression because the is only 36%. The only mistake that appears is 'good evening', which is probably due to the interference of Bahasa Indonesia, where *selamat malam* is translated as 'good evening' and the word *selamat malam* is more often used to say farewell at night rather than *selamat jalan* or *selamat tinggal*.

3.2.3 Addressing

The language function of addressing that are tested in this research are 'sir', 'madam', 'miss', 'lady', 'ladies', 'gentleman', 'gentlemen', 'Mr', 'Mrs', 'Ms', 'Miss'. It can be said that Taxi drivers can use the addressing 'sir' accurately because the error rate is only 16% or respondents can answer the questions 84% correctly. The

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mistake that arises is the replacement of 'sir' with 'Mr.' which may come from the translation of the Indonesian expression *Bapak* or *Pak*, even though the expression Mr. must be followed by surname or first name plus surname.

However, the error in the expected answer 'madam' reaches 56%. The mistakes that appear are 'Mrs.', 'Ms'., 'Miss' and 'miss'. The mistakes may be caused by the native language transfer of the words *ibu*, bu or *mbak* which are used to address a woman, and by chance, for Indonesians whose knowledge of English is low, those four expressions of addressing a woman sound almost the same or even the same. Several respondents translate the word 'madam' as 'girls' and 'ladies'.

Occurrence of error on the expected answer 'sir (and) madam' is even much higher, i.e. 86%. The mistakes that occur are 'Mr.', 'Mrs.', 'Mr. and Mrs.', 'Mr. and Miss', 'Mr. and Ms.', 'father and mother'. This mistake is the answer to Question 6 (addressing a married couple), in Bahasa Indonesia *sepasang suami istri*. The source of this mistake is thought to be the same as that in expected answers 'sir' or 'madam', where the respondents answer it with translation of *bapak/pak* and *ibu/bu*.

The error answering to Question 5 (addressing a girl who is around 15 years old) with the expected answer 'miss' is 66%. The mistakes are those of replacing 'miss' with 'girl', 'young girl', 'young lady', 'Ms.' and 'Mrs'. The first three mistakes may result in the negative transfer of Indonesian words *gadis* or young girl and the like, while the last two mistakes may be caused by transfer of *mbak* or *ibu/bu*. Moreover, several respondents use the words above by putting them into plural forms, i.e. 'girls' and 'ladies'.

The percentage of error rate for these five expected answers is very high. The highest (92%) is the expected answer 'lady and gentlemen' (answer to Question 8: addressing some men and a woman), followed by 90% for 'ladies and gentleman' (answer to Question 9: addressing a man and some women), 76% for 'gentlemen (answer to Question 4: addressing two men), 74% for 'ladies' (answer to Question 3: addressing 3 women), and 46% for 'ladies and gentlemen' (answer to question 7: addressing some men and some women. So, the error rate for using 'ladies and gentlemen' is the lowest. This is very reasonable because this expression is heard most often compared to the other 4 expressions. The mistakes that appear in this group of expressions are almost similar or tend to be overlapping. They can be classified into three types:

The first type is related to the first language interference: (a) the Indonesian words *bapak/bapak-bapak/pria* translated into 'Mr.', 'sir', 'sirs', 'sir sir', 'man', 'guys', 'boy', and 'boys'; (b) *ibu/ibu-ibu/wanita* transferred into 'Mrs.', 'Ms.', 'Miss', 'miss', 'madam', 'madams', 'girls', 'woman', 'wo men'; (c) reversed expressions such as 'gentlemen and ladies' including the mistakes above that are reversed such as 'gentleman and madam', 'gentlemen and miss', 'sir and ladies', etc. This type of errors may come from the question stating *pria dan wanita* that is literally translated as 'gentlemen and ladies'; (d) error related to collocations, i.e., the way in which words co-occur in a natural text in statistically significant ways (Conzett et al, 2000). The co-occurrences of words and phrases are frequent and they sound correct to the native speakers (Mongkolchai, 2008), e.g. 'madam and gentleman', 'gentlemen and miss', 'man and girls', 'sir and ladies', 'Mr. and ladies' and 'boy and ladies'. This error is thought to be the result of a translation of addressing words from Bahasa Indonesia. As expressed by McKeown and Radev (2000), collocations

cannot be characterized on the basis of syntactic and semantic regularities, they cannot be translated on a word by word basis. The second type of errors is associated with grammatical mistakes on pluralism or because the respondents rarely hear such expressions, i.e. 'lady and gentlemen' (answer for Question 8: addressing some men and a woman) and 'ladies and gentleman' (answer for Question 9: addressing a man and some women. Other grammatical mistakes are 'sirs', 'madams' and 'gentlemens'. The third type of errors is related to informality, e.g. 'guys, everyone, everybody, man/men, woman/women, boys, girls, brother.

The highest percentage of errors in expressing titles was in the expected answer 'Ms.' (82%), followed by 'Mrs.' (74%), 'Miss' (68%) and 'Mr.' (56%). So it can be said that taxi drivers cannot express these expressions accurately. In general, errors are predicted to be caused by first language interference of Bahasa Indonesia: (a) Many respondents do not know the concept of using titles in English which must be followed by a family name. In general, the use of family names when addressing someone in Bahasa Indonesia (i.e. *Bapak/Ibu/Nona/Mbak*) is more flexible, in the sense that they do not have to be followed by a family name, especially as most Indonesians traditionally do not have family names. This tends to result in the mistake that 'Ms/Miss/Mr' is followed by first name only, e.g. 'Ms. Mary', 'Miss Catherine', 'Mr. John'. (b) There are also many mistakes that use addressing without a title followed by a surname, e.g. 'sir', 'madam', 'miss/Miss', and there are also those which might be translation of *ibu/mbak* into 'ladies' instead of 'Ms. Potter' and 'Miss Collins'. (c) Many respondents do not know the difference among the female titles 'Mrs.', ''Ms., and 'Miss', so that the words *istri* (Question 12), *wanita yang tidak diketahui status perkawinannya* (Question 13) and *gadis kira-kira umur 15 tahun* (Question 14) are mixed up in the respondents' answers, e.g. 'Mrs./Miss Potter' (instead of 'Ms. Potter') and 'Ms. Wright' (instead of 'Mrs. Wright'). (d) Many respondents do not know the concept of husband and associated with titles for gender and family name. Question 11 (*suami dari Alice Watson*) with the expected answer 'Mr. Watson' is answered with 'Mr. Alice Watson', 'Mr. Alice', 'Ms. Alice Watson'. Similarly, Question 12 (*istri dari Tony Wright*) dengan expected answer 'Mrs. Wright' is answered with 'Mrs. Tony', 'Mrs. Tony Wright', and 'Ms. Wright'. (e) There are also mistakes related to informality by only mentioning the first name, i.e. 'Mary' and 'John'.

4. CONCLUSION

It can be concluded that the taxi drivers in Nusa Dua International Resort are not able to express greetings, farewells and addressing in English accurately. The test containing 14 questions answered by 50 respondents resulting in a total number of 1,100 answers shows that only 518 answers (47%) are correct and 582 answers (53%) are wrong. Among the 18 expected answers of expressions, errors on 'lady and gentlemen' is ranked first (92%) followed by 'ladies and gentleman' (90%), 'sir (and) madam' (86%), 'Ms.' (82%), 'gentlemen' (76%), 'ladies' (74%), 'Mrs.' (74%), 'Miss' (68%), 'miss' (66%), 'Mr.' (56%), 'madam' (56%), 'goodbye' (51%), 'ladies and gentlemen' (46%), 'good evening' (26%), 'good night/goodbye' (26%), 'good afternoon' (18%), 'good morning' (16%), and 'sir' (16%). The mistakes result from lack of knowledge of the expressions themselves so that this tends to cause negative transfer from Bahasa Indonesia to English. In general, the

respondents find greetings are the easiest and addressing is the most difficult among the three language functions.

It is recommended that the taxi drivers are provided with in-house training for improving their English. One of the priorities is the training of greetings, farewells and addressing. Moreover, the training can make use the implication of the study, i.e. the English language trainers can emphasize their teaching based on the error percentage of the expressions. The higher the error percentage, the higher the emphasis should be given. The types of errors occurred in each expression are used as discussion material in teaching.

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