CHAPTER I

INTRODUCTION

1. Background to the Topic

Language is a tool that humans use to communicate every day. Since childhood, we have been studying the language independently (without being taught) either Indonesian or foreign languages such as English, Latin, German and etc. As a main key, language is fully needed to communicate in order to interact to each other. In daily life, besides to local language or dialect used, people are expected to learn more about foreign language especially English, because English is a language that is most commonly used in many countries.

English language has important role in our life. For example, in world of work such as at Denpasar Government Tourism Office in subdivision Marketing section of *Tourist Information Center (TIC)*. In addition, Denpasar Government Tourism Office is a sector that directly decended for the development particularly tourism industry for the economy of Bali. Most Balinese hang up their life on tourism and service sector. So it is not strange that foreign language especially English is required in the development of tourism. The writer saw that there were difficulties that the employees faced, in particular Balinese employees instance; the less knowledge of English language causes the employees

use sign language to communicate and this case sometimes causes miscommunication. The employees did not only use verbal (oral) but they used non-verbal too (sign language) in order to minimize the miscommunication. By seeing this case, the writer is interested in analyzing nonverbal communication in Tourist Information Center. In consequence, the title for this report is *"The Using of Sign language in Supporting communication at Tourist Information Center"*.

2. Scope

The problems that will be discussed in this report are about:

1. The using of sign language to support the communication
2. The movement of sign language to indicate something.

3. Objectives

Other than to fulfill the job training course, the purposes of this paper are as in the following :

1. To know the using of sign language to support the communication
2. To know the movement of human body (body language) indicating something.

4. Significance to Knowledge

This paper is expected to have a significant benefit, whether it is theoretically or practically. The theoretically, it is expected to provide knowledge and information about the sign language to the reader. This paper shows that with knowing how to use sign language when giving an information to tourist may help the reader to have a better understanding.

5. Framework of the Theories

Communication can be devided through two ways, they are : verbal dan nonverbal.

1. Verbal communication is all kinds of symbols that use one or more words. Most of stimulation speech that we are aware included in the category of intentional verbal massages, that efforts were conciously do to relate to others verbally. (Deddy Mulyana,2011:260)
2. According to Larry A. Samovar and Richard E. Porter, nonverbal communication is all signal which are not the words. Nonverbal communication covered all stimulus except verbal stimulus. (Deddy Mulyana,2011:343).

While according to Atep Adya Barata *"Komunikasi non verbal yaitu komunikasi yang diungkapkan melalui pakaian dan setiap kategori benda lainnya (*the object language*), komunikasi dengan gerak (*gesture*) sebagai sinyal (*sign language*), dan komunikasi dengan tindakan atau gerakan tubuh (*action language*)"*.

To support this report, the writer uses Wilhelm Wundt theory of Gesture.

"Human language, represents only an extension of this basic process in lower animals because, over the course of human evolution, common and consensual meanings were given to signs. As human mental capacities grew, such gestures could be used for deliverate communication and interaction". ***(Wilhem Wundt,1973)***

According to the theory above, the writer has a conclusion that sign language (nonverbal) as a symbol of human speech used in communication to stick up the statement in oral or writen (verbal). In nonverbal communication such as sign language and gesture sometime are unconciously used by human to communicate and interact to each other.

The following is example of nonverbal communication (sign language) used in Tourist Information Center (TIC).



figure 5.1 verbal and nonverbal communication

At figure 5.1 the employee uses both verbal (oral) and nonverbal (sign language) communication, where the sign language is used to describe the verbal words (oral or writen). In the figure it seems the employee tries to say go straight by swing his right hand frontward.

6. Research Method

The method that is used to analyze the data in this job training report is descriptive method; the data is collected by observing around the workplace and analysed based on the theory.

I did this Job training at Denpasar Government Tourism Office in Bali, located at Jl. Majapahit No 1 Lumintang and Jl. Surapati No 7. The timing of the job training began on Agust 12 until September 5 2014, Within approximately 17 days. It's began on weekdays starting at 08.00 A.M until 04.30 P.M (WITA)

In Denpasar Government Tourism Office at Lumintang I was placed at Receptionist and Marketing, but mostly I was placed at Surapati Gallery and Tourist Information Center (TIC). The information that was

given to tourist that come to Bali to spend their holiday is about the tourism in Denpasar, while I was on job tranning at TIC office.