CHAPTER II

THE DESCRIPTION OF THE TOPIC

2.1 Definition of language

` Language as a communication tool that people use to utter, etymologically derived from the Sansekerta word "bhas" which means breath, then the language developed into a sound system that comes out of a human mouth. On occasion of this understanding, there is a linguists that defines languages as a systematic tool to convey ideas or feelings by using signs, sounds, gestures, or marks as agreed, that had the meaning that can be understood (Webster, 1961:1270)

From the understanding and definition above shows that language as a tool of human communication has a sound system issued by human through the mouth based on thoughts and feelings. Gesture as a form of idea or feeling.

As a way to deliver information or purpose, then gesture that are used can be intentional or unintentionally in communicating as follow:

> *"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 deliberate communication and interaction"*. Wundt (1973)

From the theory of gesture above, it can be understood that sign language (nonverbal) appears as a symbol of human utterance, that is oral language (verbal). Then the sign language is used by human in deliberating situation which means the human uses the sign language or gesture conciously. When it is used unintentionally by the human, it is just to support the way of idea. In relation with the existing problems, that less knowledge of English language by the employees causes they use gesture such as sign language and body language intentionally (conscious).

2.2 Data analysis

Here are the list, the data of sign language (gesture) that writer got while doing job training at Tourist Information Center.

1. "if you want to get the terminal station from ***here*** you have to go ***straight*** and then ***turn to the right***".
2. SARBAGITA bus is starting at ***09.00am*** in Sanur Beach Hotel and takes ***26 minutes*** to Balines's Struggle Monument
3. Badung market ***is the largest*** traditional market in Denpasar.
4. "I want to hire a ***bike*** during one week, so may I have some information about the place of hiring bike which is rather cheaper?"
5. "We have seen Bali museum, and a temple ***over there*** and the monument and now we want more"
6. The hand greeting
7. The unconcious movement of the speaker while doing communication

These data above will be analyzed based on the descriptive explanation.

Data 1 : “if you want to get the terminal station from ***here*** you have to go ***straight*** and then ***turn to the right***”.



Figure 2.2.1 verbal and nonverbal communication

Hand is a part of human body, commonly we use hand to do all of our daily activities. In the first data, it is explained that when the speaker provides information of direction with limited English, the speaker tries to show the meaning to the hearer. The word “***here”*** shows the exactly location where they are. At the same time the speaker uses hand gesture as a sign language (nonverbal communication) to do a communication.

“....go straight and then turn to the right”, the speaker gives direction to the hearer to go straight and the hand gesture that the speaker uses is flinging out his hand to front and keep stirring ahead. To make a movement to the right, the speaker crooks his finger to the right direction with purpose to convey the information to the hearer in order to turn to the right.

At figure 2.2.1 the employee uses sign language to support his explanation of way directions that must be passed by the tourists, by crooking his hand to the right side signifies that the tourist must take the right directions.

Data 2 : given an information about time of shuttle bus

"SARBAGITA bus is starting at ***09.00am*** from Sanur Beach Hotel and will take ***26 minutes (09.26)*** to Balines's Struggle Monument".



Figure 2.2.2
nonverbal communication



Figure 2.2.3
Verbal supported by nonverbal communication

In this second data, the employee tries to give information about the starting time of SARBAGITA bus from Sanur Beach Hotel. SARBAGITA bus starts to operate at 09.00 a.m from Sanur hotel. To convey the information or messages from speaker to hearer, then the speaker uses sign language or gesture which can support their pronounciation to be clear, and can be accepted by the

hearer. So, in order to indicate the bus operates at 9 o'clock, the speaker sets out his hands and appoints his ninth fingernail. At the figures 2.2.2 and 2.2.3 the speaker uses the verbal and supported by the sign language (nonverbal communication) to make the reader understand what the speaker means.

"... Take 26 minutes (9:26) to Balinese's Struggle Monument, the intent of the information is "*from Sanur Beach Hotel to Bali Struggle Monument only take twenty six minutes".* Then, the first thing that the speaker will do is set out his hand and appoints two fingernails afterwards six fingernail quickly.

Data 3 : *"Badung market* ***is the largest*** *traditional market in Denpasar"*.

At the third data, this is a part of the conversation that writer took when the employee gives information about traditional market in Denpasar. As opposition there are five traditional markets which are well-known in Denpasar, but to give information that the Badung market is the ***largest*** traditional market, then the speaker does a hand gesture to show the large of Badung market. The speaker uses a verbal and nonverbal communication, in verbal communication the speaker says "Badung is the largest traditional market" so in nonverbal communication the speaker opens up his hand until it forms semicircular or 180 degree which can be dechiprable by the hearer as a wide or large market.

Data 4 :



2.2.4 figure of nonverbal communication

The datum of the figure above, the speaker tries to explain the way to tourist by setting out his hand to front to make the one who as a hearer understand what the speaker means by.

Data 5 : "*I want to hire a **bike** during one week, so may i have some information about the place of hiring bike which is rather cheaper?"*. (tourist)

The datum above shows a tourist's question to TIC employee. However, the employee does not understand the tourist accent, so the tourist uses nonverbal such as hand gesture that similar to people who drive a cycle.

Data 6 : "We have seen Bali museum, and a temple ***over there*** and the monument and now we want more"

In the data, the tourist is explained the place that they have visited and included the Temple of Jagatnatha. The sign language for the words "*over there"* is using hand gesture that is using the index finger to show the temple of Jagatnatha which is located accross the TIC office. At the moment, the index finger which shows to the temple is followed by the verbal communication *"and a temple over there"*.

Data 7 : the hand Greeting



Figure 2.2.5 verbal and nonverbal communication

The datum of the figure above is a nonverbal communication that is followed by the verbal communication. This hands joint movement is as a sign of welcoming and a gesture of thanks. The both hand joint together and be appointed until they reach the chest. In Hindu's prayer (in particular the Balineses) there is

also a hand movement. They will joint their palms and raise their hands until they reach forehead, the elbows will open widely at about 35 to 45 degrees.

Data 8 :

The unconcious movement of the speaker while doing communication



2.2.6 figure of nonverbal and verbal

In the last data is a gesture and hand movement that are conducted unconciously by the speaker. The hand movement which is conducted while communicating may be a nonverbal communication, and the function is to support the idea, concept and also verbal communication.

2.3 Discussion

Based on the explanation above, language is very important in communicating to convey ideas and thoughts to others. Thus, especially English language is required to be trained or taught. Besides the sign language, it is very important to help and interpret the meaning of language. On the other side, nonverbal communication is a way that can help to support the verbal communication. From the data above that writer has explained about the sign language (nonverbal) that there are some movement of sign language which is used to support the statement or idea, the movements of sign language is used conciously in the data 1, 2 and 4. In the other side, data 8 shows that the speaker uses the sign language or gesture unconciously, thus this sign language is constructive the meaning of nonverbal communication that can't be expressed with verbal communication. In the data, the employee uses a sign language (nonverbal) because he knows that he's less knowledge of English language, in consequence sign language is used to give information or message to the hearer.