

**INVESTIGATING TOURISTS' PERSPECTIVES ON ENGLISH VERBAL  
COMMUNICATION OF TOUR GUIDES AT PULAU BANYAK, ACEH  
SINGKIL**

***SKRIPSI***

*Submitted in Partial Fulfillment of the Requirement  
for the Degree of Sarjana Pendidikan (S.Pd)  
English Education Program*

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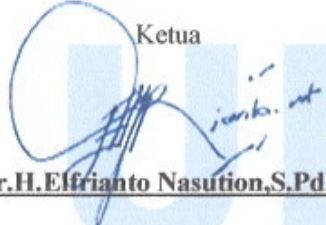
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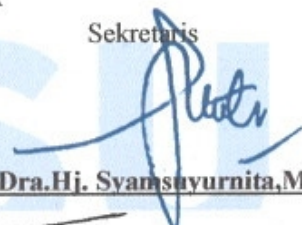
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Dengan ini menyatakan bahwa skripsi saya yang berjudul “ **Investigating Tourists’ Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil** ” adalah benar bersifat asli (*original*) , bukan hasil menyadur mutlak dari karya orang lain.

Bilamana dikemudian hari ditemukan ketidaksesuaian dengan pernyataan ini, maka saya bersedia dituntut dan diproses sesuai dengan ketentuan yang berlaku di Universitas Muhamamdiyah Sumatera Utara

Demikian pernyataan ini dengan sesungguhnya dan dengan sebenar-benarnya.

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## ABSTRACT

**Syafnaliza. 16020500030. Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil, Skripsi. English Education Program of the Faculty of the Teachers Training and Education, University of Muhammadiyah Sumatera Utara. Medan. 2020.**

The aim of study is to investigate tourists' perspective on English verbal communication of the tour guides at pulau banyak.. This study used descriptive qualitative method in analyzing the data. Verbal Communication consist can be found and use on tourist guide to tourist foreign. And to reason for the used of communication between researcher and tourists . Tourist Guide are people who provide assistance, information about cultural, historical and contemporary heritage about people organized tours and individual client in educational places, Tourist attraction, religious and historical sites, museum, and in places from other significant interests. And Tourist is person travelling in a certain period in place he visits( Yoeti : 1999 ). Therefore, the tourist need someone to help in giving detail information related to the place, know as tour guide. That have good verbal communication to tourist understand what tour guide talk about it. it was found that the first tour guide produced (Fair ) for Accuracy, (Fair ) for Fluency and (Very Good ) for Comprehensibility . and the second tour guide produced (Fair) for accuracy, (Good ) for Fluency and (Very good ) for Comprehensibility. It means the most dominant types of verbal communication that used on the conversation by both tour guide is Comprehensibility.

Key word :Verbal communication, tourist and tour guide

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The writing of this *skripsi* entitled “*Investigating Tourists’ Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil*”. This *proposal* written to fulfill one of the requirements to obtain the *Sarjana Pendidikan* Degree at the Departement of English Education, Faculty of Teacher Training and Education, University of Muhammadiyah Sumatera Utara.

The writing of this *skripsi* is actually a miracle for the since it was firstly regarded as a task would be very hard to do. However, it has now been denied since the *proposal* has finally been written. Then, I would like thanks to Allah *Subhaanaahu Wa Ta’ala* for His Blessing given to me so that the writing of this *proposal* has been finished without any meaningful problem. Additionally, the writer was grateful to the following for their supports and helps.

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Finally, the researcher hopes this research will be beneficial for those who read and study. May Allah SWT blessed forever, Aamiin.

So the researcher hoped suggestions and comments from all the readers, especially for the students of English Department who want to do a research. May Allah SWT bless all.

Medan, Agustus 2020

**The Researcher**

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## TABEL OF CONTENTS

### COVER

**ABSTRACT..... i**

**ACKNOWLEDGEMENTS..... ii**

**TABEL OF CONTENTS..... iii**

**BAB I INTRODUCYION..... 1**

A. Background of the Study ..... 1

B. Identification of Problems ..... 4

C. Scope and Limitation..... 4

D. Formulation of the Problems ..... 4

E. Objective of the study ..... 5

F. Significances of the Study..... 5

**BAB II LITERATURE REVIEW..... 6**

A. Theoritical Framework..... 6

2.1 Definition of Communication..... 7

2.2 The Purpose of communication..... 8

2.3 Characteritics of Tour Guides ..... 8

2.4 Definition of Verbal Communication ..... 9

2.4.1 Accuracy..... 11

2.4.2 Fluency..... 12

2.4.3 Comprehensibility..... 14

B. Conceptual Framework..... 14

<b>BAB III RESEARCH METHOD.....</b>	<b>17</b>
A. Research Design.....	17
B. Source of Data.....	17
C. Research Instrument .....	18
D. Technique of Data collection.....	18
E. Technique of data analysis.....	19
<b>BAB VI DATA AND DATA ANLALYSIS.....</b>	<b>21</b>
A. Data .....	21
B. Data Analysis .....	21
C. Research Findings .....	26
<b>BAB V CONCLUSION AND SUGESTION.....</b>	<b>28</b>
A. Conclusion .....	28
B. Suggestion.....	29
<b>REFERENCE</b>	

**LIST OF TABLES**

Table 4.1 Component to evaluate verbal communication..... 21

Table 4.2 Component to evaluate verbal communication..... 23

## **LIST OF APPENDIX**

- Appendix I Questionnaire
- Appendix II Form K-1
- Appendix III Form K-2
- Appendix IV Form K-3
- Appendix V Lembar Pengesahan Proposal
- Appendix VI Surat Keterangan Seminar
- Appendix VII Surat Pernyataan Plagiat
- Appendix VIII Surat Izin Riset
- Appendix IX Surat Balasan Riset
- Appendix X Surat Keterangan Bebas Pustaka
- Appendix XI Berita Acara Bimbingan Proposal
- Appendix XII Berita Acara Bimbingan Skripsi
- Appendix XIII Curriculum Vitae

# CHAPTER I

## INTRODUCTION

### **A. Background of the Study**

Communication is activities takes place in face to face situation between two or more people, both organized and in crowds. Because the way a person conveys a message to others is the basis of a form of communication. Crystal (2013) Conclude communication is refers to the transmission of information ( a message ) between a source and a receiver using a signaling system: restricting this notion to “ human communication “. In communication, people use language as a tool of communication to say their wants, messages, information, and ideas to other people. Communication is also influenced through different types of communicators, the speaker and the listener. It can be concluded that relationship has big impact to people in understanding communication.

Barrett, Dedorah J. (2006 : 386) Conclude Communication is the transmission of meaning from one person to another or to many people, whether verbally or non verbally. Communication from one person to another is commonly depicted as a simple triangle consisting of the context, the sender of the message, and the receiver.

In society, people have communication with words and language. Called as verbal communication. Verbal communication Is a form of communication is restricted to language. Verbal Communication consist of Accuracy, Fluency, and Comprehensibility. Firstly, Accuracy consist of pronunciation, grammatical,

lexical, penological, and causing confusion. Secondly, Fluency consist of speaking with a fairly wide range of expression. And the last is Comprehensibility. Comprehensibility consist easy for the listener to understand the speaker's intention.

(Mark knap) Conclude verbal Communication is a form of communication in which the message is conveyed orally or in writing using the language. Language is defined as a set of words arranged into sentences are structured so that it connotes. Verbal communication involves only oral communication ( speaking and listening ), but also a written communication ( writing and reading ) on active and passive participants of communication, verbal communication becomes two distinctive : Speaking and listening.

The use of different Verbal Communication consist can be found and use on tourist guide to tourist foreign. Tourist Guide are people who provide assistance, information about cultural, historical and contemporary heritage about people organized tours and individual client in educational places, Tourist attraction, religious and historical sites, museum, and in places from other significant interests. And Tourist is person traveling in a certain period in place he visits( Yoeti, 1999 : 28-34 ). Therefore, the tourist need someone to help in giving detail information related to the place, know as tour guide. That have good verbal communication to tourist understand what tour guide talk about it.

Those verbal communication consist are : Accuracy, fluency and Comprehensibility. And two example of using accuracy of verbal communication. " well, Mr. let's have lunch, please carefully cross the boat."

Based on J.B. Heaton's Theory, the two examples above are categorized as accuracy. "Well, Mr. let's have lunch" and "please carefully cross the boat". It is caused by the sentence containing the characteristics of accuracy of verbal communication: correct grammatical. It can be seen from the words "well, Mr. let's have lunch". That's why this conversation is categorized into accuracy. Because usually people use "hello, time lunch" and it is incorrect grammatically.

In this example "well, Mr. let's have lunch" "please carefully cross the boat" means accuracy, because it has a more complete grammatical structure. So that guides and tourists are more comfortable in communicating on the island. And also have fluency where tour guides speak through using their expression and the comprehensibility is easy for tourists' understanding of what the tour guide said. Therefore, this project aims to investigate the verbal communication used in the conversation of tourists at Pulau Banyak, Aceh Singkil.

In tourism learning to speak English is not limited to giving knowledge or understanding that is memorized (grammatically), it will be even better if in learning to speak English there is an interaction between tourists and guides.

In this case, using good and appropriate language will make communication easier for others. So that it will be easier to communicate with tourists. The researcher will conduct this research in Pulau Banyak, Aceh Singkil.

Based on the background above, the researcher is interested in analyzing the verbal communication between tourists and guides used by tourists' perspective to know why tourists are a little bit confused to understand what guides speak in conversation. And to enlarge the knowledge of verbal communication. I hope the

readers will gain new understand of verbal communication in details. The title of this study is : Investigating Tourist Perspective on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil.

### **B. The Identification of the Problems**

Based on the background of the study above, the researcher formulated the problems of study as follow :

1. The tourist foreign at pulau banyak find it difficult to analyse what the tour guide said. So the tour guide has to repeat the conversation twice or more.
2. The tour guide at pulau banyak tend use the effective conversation to avoid repetition.

### **C. The Scope and Limitation**

The scope of this research is a pattern of communication and These three are the limitation : Accuracy, Fluency and Comprehensibility. This study will focus two Tour Guides and two Tourists Foreign at Pulau Banyak.

### **D. The Formulation of the Problems**

From the identification and limitations of the problem above, the problems are formulated as follows :

1. How are the tourist perspective on accuracy, fluency and comprehensibility by tour guides at pulau banyak ?



2. What the most dominant Verbal Communication used by Tour Guide to Foreign Tourist at Pulau Banyak ?

#### **E. The Objectives of the Study**

Based on the formulation and the formulation of the problems above, the objectives to be obtained in this study as follows :

1. To describe tourist perspective on accuracy, fluency and comprehensibility by tour guides at pulau banyak.
2. To identify the dominant English Verbal Communication consist by Tour guides to foreign Tourist at Pulau Banyak.

#### **F. The Significances of the Study**

1. Theoretical Benefits

Theoretically, This Study is intended to add the knowledge of reader and contribute to for the future researcher about verbal communication and increase knowledge in good communication and right with Tourist Foreign and Tour Guides.

2. Practical Benefits

1. For the Student

The result of the study will be expected the student can acquire the information about verbal communication .

2. For the Reader

The result of the study will be expected the reader can enrich knowledge about verbal communication .

3. For the Tourist or Tour Guide

The result of the study will be expected the tourist can add knowledge about verbal communication.

## **CHAPTER II**

### **LITERATURE REVIEW**

#### **A. Theoretical Framework**

##### **2.1 Definition of Communication**

Communication is activities take place in face to face situation between two or more people, both organized and in crowds. Because the way a person conveys a message to others is the basis of a form of communication. Crystal (2013) Conclude communication is refers to the transmission of information ( a messege ) between a source and a receiver using a signaling system: restricting this notion to “ human communication “. In communication, people use language as a tool of communication to say their wants, messeges, information, and ideas to other people. Communication also influenced by types between speaker and hearer. It can be concluded that relationship has big impact to people in understanding communication.

Barrett, Dedorah J. (2006 : 386) Conclude Communication is the transmission of meaning from one person to another or to many people, whehter verbally or non verbally. Communication from one person to another is commonly depicted as a simple triagle consisting of the contex, the sender the message, and the receiver.

It means Communication transfer of information from one person to another. Verbal Communication means, transfer of information through talking. It uses numbers, words, symbols and sound to construct a dialog for its listeners.

## **2.2 The Purpose of communication**

Riant Nugroho ( 2004 : 72 ) Conclude the purpose of communication is to create shared understanding or change perception, even behavior. While according to Katz and Robert L, Khan said that which is the main thing about communication is the exchange of information and the delivery of the meaning of a social system or organization. However, communication does not only convey information or messege, but communication is carried out it is hopes ( Rosadi Ruslan, 2003). This communication will have a very important role in determining how effectively someone works together and coordinates efforts to achieve goal.

## **2.3 Characteristics and Good Personalities of a tourist Guide**

- a. Enthusiasm : Guides should show interest for the subject matter and the travelers.
- b. An out going and approachable nature : since guidesd are working for strangers, it is important that they be friendly, open in many types of situations and encourage others to do the same.

- c. Self confidence : combining self esteem with experience. This enable guides to carry on their tasks effectively, to put people at ease and to help create enjoyable experiences.
- d. Proactive nature : this means to initiate changenand willingness to assume responsibility for initiating change.
- e. Sensitivity : wide range of human understanding .
- f. Flexibility : ability to be adaptable and patient.
- g. Authenticity : being genuine and honest.
- h. A pleasant, preofessional apprerance : first impressions are often lasting and are frequently based on one's physical apprerance.
- i. Sense of humor : this can bring people closer together, put them at ease and help make travel enjoyable instead of stressful and unpleasant.
- j. Knowledge : a well rounded body of knowledge is very important. It is essential that the guides investigate the local education programs of each region.
- k. Good communication skills : this is the ability to communicate well. This includes articulation, eye contact, gestures, and a clear pleasant speaking voice.
- l. Organization : time management and organizational skills are very important.
- m. Decisiveness : a guide must be able to make quick decisions.
- n. Good health : guiding requirrs great exertion.

- o. Personal Integrity : A strong sense of ethics is essential to success.
- p. Charisma : it is defined as personal magic of leadership arousing popular loyalty or enthusiasm. It is the combination of many traits that a guide should possess.

#### **2.4 Definition of Verbal Communication**

Verbal Communication is the process of interaction that's applies vocals that are easy for people to understand. People communicate in many different ways, one the most important ways, of course, is through language ( Verbal Communication ). Verbal communication has many purposes, but its main function is relaying a messege to one or more recipients.

Verbal Communication is the sharing of information between individuals by using speech.

Dedy mulyana (2005: 73) Conclude Verbal Communication includes sounds, words, language, and speech speaking is an effective way of communicating and helps in expressing our emotion in words. Conclude communication classified into four type. Such as : Interpersonal Communication, Interpersonal Communication, Small group Communication and Public Communication.

Khabaz (2013 : 431 ) Conclude Verbal Communication are generally divided into four parts, listening, speaking, reading and writing. Among these four

parts speaking has bigger degree of importance and usefulness and has more decisive impact on oral communication with the audience.

It means Verbal Communication has a potentiality for making communication successful and establishing social togetherness if it is used well. If not, it will be a handicap for successful communication and interaction. It is important to pay attention on certain aspect verbal communication of language to achieve successful and fluent communication. And communication is how to the speaker informing or asking question and to or from listener.

### **2.1.1 Accuracy**

One of the goals of tour guides in learning speaking is accuracy. It is related to the exact of being correct and without error, especially the result from careful effort. In this case, good pronunciation and structure can make the speakers' utterances clearly understandable. Tour guides at tourism faced this problem when they pronounce English words. It is caused by their mother tongue. They should be accustomed to practicing those sounds by giving lot of practice.

Gu (2010:7) Conclude "Accuracy is the ability to produce the correct sentences using correct grammar and vocabulary". In this case the speakers are demanded to use correct grammar in using the target language.

Accuracy used in formal situation such as college, church, speech of state ceremony, and some other occasions. Accuracy is more elaborated than fluency and comprehensibility. The part of sentence which are complicatedly related this

part requires high skill and almost use by teachers, lecturers and someone professional parts in language.

Example : Stated in the conversation when tour guide asking something like :

Tour Guide : Good morning sir, can I help you ?

Tourist : Morning. Yes, Would you like to be my tour guide ?

Because this my first time to visit in this place, and I want to know all about this island.

Tour Guide : yes, of course sir.it's my pleasure.

It means accuracy is used in more formal conversation and situation and also has symbolic value. And correct grammar its most important in accuracy in express what speaker says.

### **2.1.2 Fluency**

Wolfe-quinter in koizumi (2005:46) conclude that fluency is how fast and how much someone speaks without frequent pause because of functionless repetitions, self correction, and false starts in coping with the real time processing. Fluency is as the quality of being capable to speak without hesitation.

Fluency relates to the condition or quality of being fluent. It is one of the learners' problems in using English orally. Speaker should transfer his/her thoughts fluently where the speaker shall not too slow and not too fast or other



listeners may get bored or lose their attention. Gu (2010:6) Conclude “Fluency is the ability to read, speak, or write easily, smoothly, and expressively”. At the same time, Davis (1989:25) Conclude “Fluency in speaking is achieved through the series to the situational dialogue”. It can be concluded that in fluency, the speaker tries to use the language in simple form by focusing on the point of messages conveyed. They may use sufficient grammar in order to get easier to comprehend the meaning. The speaker does not have a long pause in searching for perfect grammar in speaking.

Example : Stated in the conversation when tour guide asking something like :

Liza : hy... what are you doing ?

Rahma : mmm...I'am reading book.

Wanna join with me ?

Liza : Yes. Of course.

Can I borrow your book just a minute ? I wanna read the title your book. I think your book interest to read.

Rahma : yes, why not...

It mean fluency it not always used at the formal situation, but also informal situation like conversation when some one holiday at the beach. Correct grammer not more important in fluency. But understand hearer what the speaker say its that most important.

### 2.1.3 Comprehensibility

Syakur in Mora : (2010:3) Conclude that Comprehensibility becomes an important factor in speaking. This measures the understanding of conversation. Comprehension is how well tour guide understand a language. Comprehension is an ability to receive and process stretches of discourse, to formulate representations the meaning of sentences.

Comprehensibility is the ability of how to make the language produced is understandable for the interlocutor. Therefore, those speakers who can make their interlocutors understand can be justified by having a good comprehensibility. Richard and Rodgers (1986:5) Conclude “The comprehensibility includes the ability to understand someone’s utterance (speaker) and ability in speaking to be understood by other (listener)”. It shows that the content of the speaking should be well understood by both the speaker and the listener before they took a communication.

In the Comprehensibility, used correct grammar or incorrect grammar its not important in conversation. But understand each others its most important, because give respons or feedback make someone know what the purpose speakers says and herer know about it.

Example : Stated in the conversation when someone asking something like :

Boby : hy can, what your plan for tonight ?

Candra : I want to dinner together with my friends. Wanna join with us ?

Boby : hmm..maybe letter can, cause I want to watching with my girlfriend.

Candra: hmmm ok ok .take care.. don't forget buy something....

If you wanna back.

Boby : owhh...hahaha if I remember it.

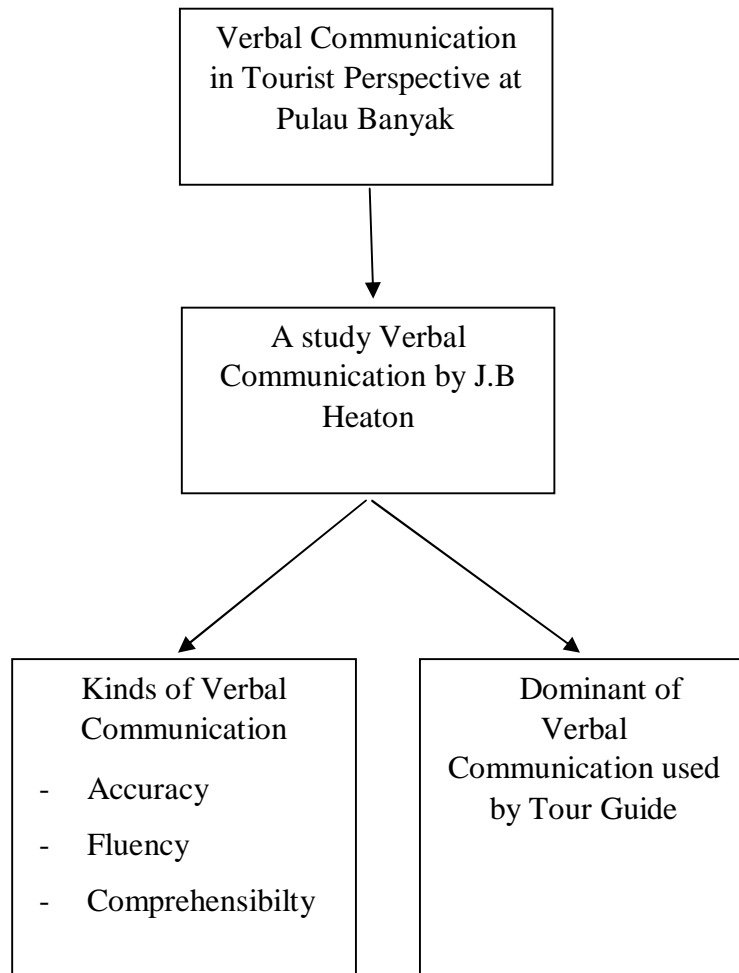
It mean in comprehensibility used correct or incorrect grammar its not commonly problem. Because easy for the listener to understand the speakers intention.

## **B. Conceptual Framework**

Verbal Communication is communication that uses words, either spoken or written. This communication is most widely used in human relationships. One important aspect to consider in verbal communication is a Accuracy, fluency and comprehensibility in communication. There are some English of verbal communication in tourism of tour guides and tourists. In order to success the proses of communication. This research will intend to find out how Perspective Tourist of English Verbal Communication Tour Guides at Pulau Banyak , Aceh Singkil.

The conceptual Frame work of this research will design as the following

diagram :



## **CHAPTER III**

### **RESEARCH METHOD**

#### **A. Research design**

The researcher use qualitative method in this research to investigate tourists perspective on English verbal communication of tour guide at pulau banyak, aceh singkil. investigating and finding the verbal communication in comparison to tourists and tour guides. Qualitative research is a form of social inquiry that focuses on the way people of how people sense their surroundings, interpret their experiences and the world in which they live in. Bogdam and Biklen (1982) conclude that qualitative research is descriptive which the data is collected in the form of words or pictures rather than numbes. Data in the form of quotes from documents, field notes, and interviews or experts from video tapes, audio tapes or electronic communications to present ther findings of the study.

#### **B. Source of Data**

The data source of this research will take the tourists from Austria and Germany at Pulau Banyak. The method used is the qualitative research for collecting and investigating data from the tourists. The source of this research data is given from the perspective of the touris which consist of verbal communication used by the tour guides, so there are three consist of verbal communication as follows : Accuracy, Fluency and Comprehensibility. All

conversations and dialogues collected then more dominant consist of verbal communication.

### **C. Research Instrument**

The instrument used in this study was a group of volunteer, in this case selected by the study conductor her self. Instruments used to conduct this study were : tape recorder, camera, and field notes.

### **D. Technique of Data Collection**

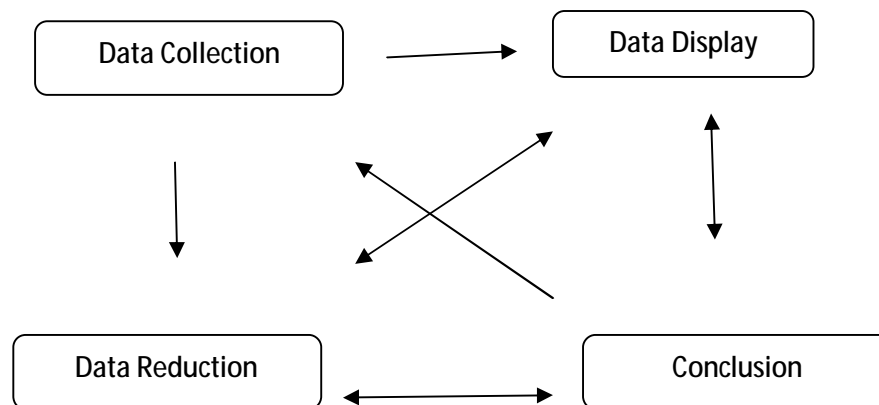
In collecting data for this study, the researcher used some technique to obtain any data to make an accurate data investigation :

- a. The researcher prepared the questions for the interview.
- b. Interviewing the information using a tape record.
- c. Converting the interview into transcript.
- d. Underlining the chosen sentences.
- e. Showing the data in a table form

### E. Technique of Analysis the data

The data analysis used the theory of Miles, Huberman & saldana ( 2014 ).

Details to this theory are shown in the chart below :



#### 1. Data Reduction

In the data reduction phase, researchers focused on the verbal communications used by the tour guides with tourist in pulau Banyak. Data reduction is the process of selecting, focusing, simplifying, searching for themes and patterns and neglecting needed. ( Miles, huberman & saldana : 2014 )

Concluding the data is the form of observation notes about tourist activities, interview and the result of interview, then data is redirected to the transcript.

## 2. Data Display

The data display phase is done in the form of a short description using original text, which can be also in the form of graphs, matrices, and charts ( miles, Huberman & saldana, 2014 ). In this case, the researcher presents the data on the perspective of tourist in form of verbal communication, in transcript form. The data comes from observing activities and interviews.

## 3. Conclusion

The final step, miles, Huberman & saldana (2014) Conclude is a conclusion. In this study, the most dominant form of verbal communication used by tour guide to tourist foreign was written in the data view. From the data display, it is analyzed further to get conclusion.



## **CHAPTER IV**

### **DATA AND DATA ANALYSIS**

#### **A. Data**

The data of this study was taken from conversations between the study conductor and the tourist's. It was obtained through verbal communication observation and video recording. There were two tour guides who scored 66 points. The source of data shows that 3 aspects in speaking in a verbal communication with the tour guide and the tourist at pulau banyak. This data analyzed by J.B Heaton theory which related to verbal communication. After conducting analysis of a verbal communication in the pronunciation that was found in communication used by tour guides and tourists.

#### **B. Data Analysis**

J.B Heaton (1989) Conclude that, verbal communication is classified into three types. Investigating Tourist's Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil. The data was analyzed were realized and put into three types shown below : Accuracy, Fluency and Comprehensibility. Without a doubt, Investigating Tourist's Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil.

**The three components to evaluate verbal communication :**

**The first tourist and tour guide ( Micheal Krammel and Muhammad Iqbal )**

**a. Accuracy (20)**

<b>level</b>	<b>Explanation</b>
<b>16-20</b>	<b>Very good</b> : rarely has trouble
<b>11-15</b>	<b>Good</b> : sometimes used inappropriate terms about language
<b>6-10</b>	<b>Fair</b> : frequent uses wrong words speech limited to simple vocabulary
<b>1-5</b>	<b>Unsatisfactory</b> : very limited vocabulary and make the comprehension quite difficult.

**b. Fluency**

<b>level</b>	<b>Explanation</b>
<b>16-20</b>	<b>Very good</b> : few noticeable errors
<b>11-15</b>	<b>Good</b> : occasionally grammatical errors which do not obscure meaning
<b>6-10</b>	<b>Fair</b> : error of the basic structure meaning occasionally obscure by grammatical errors.
<b>1-5</b>	<b>Unsatisfactory</b> :usage difinetely, unsatisfactory, frequently needs to repharase construction or restrict himself to basic structure.

### c. Comprehensibility

level	Explanation
16-20	<b>Very good</b> : understandable
11-15	<b>Good</b> : few noticeable
6-10	<b>Fair</b> : error of basic pronunciation
1-5	<b>Unsatisfactory</b> : hard to understand because sound, accent, pitch, difficulties, and incomprehensible.

The communicative score of each tour guide was based on five indicators :

A : Accuracy

F : Fluency

C : Comprehensibility

### The score of first tour guide from perspective foreign tourist

No	Foreign Initial	Indicator			Score
		A	F	C	
1	MK	6	8	16	30

Based on above, tourist include that the first tour guide got Fair for ( accuracy ), Fair for ( Fluency ) and Very good for ( Comprehensibility ).

**The three components to evaluate verbal communication :**

**The second tourist and tour guide( Reka Horvard and and Herli Saputra )**

**a. Accuracy (20)**

<b>level</b>	<b>Explanation</b>
<b>16-20</b>	<b>Very good</b> : rarely has trouble
<b>11-15</b>	<b>Good</b> : sometimes used inappropriate terms about language
<b>6-10</b>	<b>Fair</b> : frequent uses wrong words speech limited to simple vocabulary
<b>1-5</b>	<b>Unsatisfactory</b> : very limited vocabulary and make the comprehension quite difficult.

**b. Fluency**

<b>level</b>	<b>Explanation</b>
<b>16-20</b>	<b>Very good</b> : few noticeable errors
<b>11-15</b>	<b>Good</b> : occasionally grammatical errors which do not obscure meaning
<b>6-10</b>	<b>Fair</b> : error of the basic structure meaning occasionally obscure by grammatical errors.
<b>1-5</b>	<b>Unsatisfactory</b> :usage difinetely, unsatisfactory, frequently needs to repharase construction or restrict himself to basic structure.

**c. Comprehensibility**

<b>level</b>	<b>Explanation</b>
<b>16-20</b>	<b>Very good</b> : understandable
<b>11-15</b>	<b>Good</b> : few noticeable
<b>6-10</b>	<b>Fair</b> : error of basic pronunciation
<b>1-5</b>	<b>Unsatisfactory</b> : hard to understand because sound, accent, pitch, difficulties, and incomprehensible.

The communicative score of each tour guide was based on three indicators :

A : Accuracy

F : Fluency

C : Comprehensibility

**The score of second tour guide from perspective foreign tourist**

<b>No</b>	<b>Foreign Initial</b>	<b>Indicator</b>			<b>Score</b>
		<b>A</b>	<b>F</b>	<b>C</b>	
<b>1</b>	<b>RH</b>	9	12	17	38

Based on above, tourist include that the second tour guide got Fair for ( accuracy ), Good for ( Fluency ) and Very good for ( Comprehensibility ).

### **3. The most Dominant verbal communication used by tour guides to tourists' at pulau banyak**

The process of verbal communication of the tour guides at pulau banyak on the conversation between tour guide and tourist have purpose what they are talking about. There were third types of verbal communication namely accuracy, fluency and comprehensibility. So, the types of verbal communication are realized on the conversation because every sentences that is used by the tour guide and tourist has a verbal communication.

The results of the two guides can be seen in table 4.3 below :

No	Types of verbal communication	Amount
1	Accuracy	15
2	Fluency	20
3	Comprehensibility	33

### **C. Findings**

**Based on the data analysis, the writer concludes the following findings**

1. During the conversation process, the tour guides at pulau banyak produced three types of verbal communication : Accuracy, Fluency and Comprehensibility.

2. The most dominant of verbal communication conducted by first tour guide is Comprehensibility ( Very good ) . And the most dominant verbal communication by second tour guide is comprehensibility ( Very good ) . so, the dominant form of verbal communication in pulau banyak is Comprehensibility.

#### **D. Discussion**

J.B Heaton (1989) Conclude that Verbal communication consist of : Accuracy, Fluency and Comprehensibility.

The result of this analysis during conversation among the researcher and foreign tourists at pulau banyak, it was found that the first tour guide produced ( Fair ) for Accuracy, ( Fair ) for Fluency and ( Very Good ) for Comprehensibility . and the second tour guide produced ( Fair ) for accuracy, ( Good ) for Fluency and ( Very good ) for Comprehensibility.

It means the most dominant types of verbal communication that is used on the conversation by both tour guides is Comprehensibility.

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

Based on the research finding, it was obtained some conclusions as follow:

1. There of the source verbal communication by tour guide and tourist at pulau banyak. The result of the analysis during Questionnaire and conversation among the reseacher and foreign tourist at pulau banyak, it was found that the first tour guide produced ( Fair ) for Accuracy, (Fair ) for Fluency and (Very Good) for Comprehensibility . and the second tour guide produced ( Fair ) for accuracy, ( Good ) for Fluency and ( Very good ) for Comprehensibility. It means the most dominant types of verbal communication that used on the conversation by both tour guide is Comprehensibility.
2. The process of verbal communication in conversation between reseacher and foreign realized that in the conversation has a verbal communication. Whereas the verbal communication is important to learn, so that it can communicate well and precisely. We must understand first about the right verbal communication used to communicate with foreign tourist. Make it easier to communicate with tourist



## **B. Suggestion**

After analyzed of the data, suggestion were offered as the following :

1. For the guides, it can help them to enrich knowledge about verbal communication and can be guidance for them to make easier in communication to tourists’.
2. For the readers, it can be enrich knowledge about verbal communication used by tour guide to tourists’.
3. For the students, it can be additional the information about verbal communication used by tour guide to tourist.

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## **Appendix A**

### **Questionnaire**

#### **The first Foreign Tourist Micheal krammel :**

1. What is your perspective on accuracy of tour guide at pulau banyak ?

**Answer :** Iqbal gave me the impression to be very knowledgeable about Palau Banyak.

2. What is your perspective on fluency of tour guide at pulau banyak ?

**Answer:** Iqbal is not really fluent in English. He misses profound vocabulary and grammar to be able to talk fluently in English.

3. What is your perspective on comprehensibility of guide at pulau banyak ?

**Answer:** The few words Iqbal does speak in English a very well pronounced and easy to understand. However, if I look at communication beyond language (gesture and mimic) he is very understandable.

4. What do you think about the problem of tour guide in speaking English ?

**Answer:** I don't see any problem in a person speaking multiple languages so therefore I don't think that an English speaking tour guide brings up any problems.

5. How do you think of the solution for tour guides to improve verbal communication ?

**Answer:** Personally I think that studying basic language skills through apps is a great way to learn fast basic language skills. Of course working

directly with people who do speak the language you want to learn is essential for the perfection of it. My approach to learning anything is having a genuine interest in learning a specific topic. If this is the case there are endless possibilities to learn (a new language). In this specific case I think a lot can be improved by studying through language learning applications.

6. Could you give a suggestion on verbal communication of tour guide at pulau banyak ( Iqbal ) ?

Answer : As mentioned earlier the direct verbal communication was very limited. With the help through technology (Google translate) profound verbal communication was possible.

## **Questionnaire**

### **The second Foreign Tourist Reka Horvard :**

1. What is your perspective on accuracy of tour guide at pulau banyak ?
  - Herli's English is good enough. I mean by that, that his knowledge is absolutely sufficient for making a great job as a guide. His grammatical knowledge is not perfect. Sometimes he makes syntax error, I mean, error in statement, he swaps words a little bit, but it doesn't really interfere with understanding. His vocabulary covers everything he needs for his job. We had conversations about family, nature, tradition, culture, food, beliefs and religion. Herli is able to draw on his rather elementary language knowledge effectively for

communicative purpose. And that's important. I assess Herli's pronunciation absolutely understandable.

2. What is your perspective on fluency of tour guide at pulau banyak ?
  - Herli doesn't speak fast, sometimes he makes short breaks but it doesn't interfere with the conversation. Herli never corrects himself when he speaks but sometimes he hesitates before starting to speak.
3. What is your perspective on comprehensibility of guide at pulau banyak ?
  - I could understand everything what Herli told to me and he could understand me also quite well, misunderstanding only rarely happened. In worst case we used our feet and hands. And were joking about it.
4. What do you think about the problem of tour guide in speaking English ?
  - On my opinion – to tell the truth – the only problem is the inadequate language teaching in school. The guides predominantly learn English by practice with tourists and by their own effort learning from the internet using different apps.
5. How do you think of the solution for tour guides to improve verbal communication ( accuracy, fluency and comprehensibility ) ?
  - Be your own teacher. The guides must be diligent, self-study is for free and you can do it whenever you have time. It would be great, if the guides would have the opportunity to attend English courses in their village.

## Appendix B

### Transcription of the Video Recorded

Conversation between Reseacher, Tour guide and foreign tourist :

#### TRANSCRIPTION :

#### The first foreign tourist : Micheal Krammel

Reseacher : Hello sir, How are you today ? nice to meet you

Foreign Tourist : Hy liza, I'am good. Yahhh nice to meet you to

Reseacher : Sir I'am a student from University of Muhammadiyah North Sumatra and I have assignment for final semester...The title my thesis is Investigating Tourist's Perspectives on English Verbal Communication of Tour Guide at Pulau Banyak, aceh Singkil...I need your help me sir to answer my questions about your perspective of the Accuracy, Fluency and Comprehensibility of the tour guide, him name Muhammad Iqbal.

Foreign Tourist : Yes sure liza... I will to try answer your question

Reseacher : Thank you. I have some questions with you sir. **So the first my question is** : How are your perspective of the Accuracy from Iqbal ? I need yor explanation more detail sir please !

Foreign Tourist : Yesss.. well, In my perspective, when I first meet iqbal I think him wonderful guide, because he knows all the places in the island. And he is very out going, very fun, and he is very suited because even though his English might not to be the best like used correct grammar but he makes a great afford to communicate with people not speaking Indonesian. I really appreciated that because he is very confident. On the others word, of course from his standpoint now he can improve his English but I think that comes automatically by being confronted with the language on regular basis.

Researcher : ok. thanks a lot sir. Would you like to give me some conversation between you and iqbal ?

Foreign Tourist : yes sure liza...

### **Conversation between Tourist guide and foreign tourist :**

#### **TRANSCRIPTION**

#### **The first tour guide : Muhammad iqbal**

Tour Guide : Hello micheal...how are you ?

Foreign Tourist : Hi iqbal...I'am good. Thank you

Tour Guide : What you think about pulau banyak ?

Foreign Tourist : I think Pulau banyak is wonderfull island, beatiful sea, jungle, and in here I can feel like in paradise. I can



swimming, diving snorkeling and surfing. And also I can see how culture at marriage its very diversity each others. I'am very happy in here and a lot of people is friendly.

Tour Guide : What beautiful island you visite ?

Foreign Tourist : Bangkaru island, there I can surfing and In the night I can see turtles.

Reseacher : **The second my question is** : How are your perspective of the fluency from iqbal ?

Foreign Tourist : My perspective, he is very out going and very confident, I'am clearly seem in my life and I really appreciate and even without me being anymore we still contact basically until now.when I live two months in the island, he just like to me say ” how are you and what are you doing” . And even we are talking fast and slowdown and say anything and just let me know.

Tour Guide : hello micci

Foreign Tourist : halo halo iqbal

Tour Guide : How are you micci ?

Foreign Tourist : I'am great - I'am great. How are you ? How are your shoes football ?

Tour Guide : yahh ok. football good

Foreign Tourist : Really really good. I'am Happy very well. How is to wheather ? How are you doing ? how is everything ?

Tour Guide : I'am fine – I'am fine micci

Reseacher : Could you give me example some conversation with iqbal ?

Foreign Tourist : yahhh, I was with iqbal I stay one month in the village. So we are spend hours with the drink coffee, football, and hiking with him very fun and we are talking interactive.

Reseacher : **The third my question is** : How are your perspective of the comprehensibility from iqbal ?

Foreign Tourist : ok. I thing this comprehensibility, he is very out going, when I met people in the village they are to try communicate like say where are you going ?, and iqbal he made it great when communicate attractive which I see. He show me the around island, and I really appreciate that and I think he has ability communicate is not everybody has. I thing iqbal have ability to feel welcome.

### **There are some conversations between Tourist and Tour guide**

Tour Guide : Micci I speak English not good

Foreign Tourist : I think you speak good.

Tour Guide : You shoes

Foreign Tourist : Yahhh my shoes, Do you like it ?

Tour Guide : Yahh I like, thank you, when you come here ?

Foreign Tourist : Yahhh when I coming back ? yahhh good question, when I meeting reka, very soon. I'am gonna talk with her, when she say go to back. And now I have company new bussines work at the moment, yahh maybe next years will be great.

### **Conversation between Reseacher, Tour guide and foreign tourist :**

#### **TRANSCRIPTION :**

#### **The Second foreign tourist : Reka Horvard**

Reseacher : Good afternoon miss, my name is syafnaliza you can call me liza and I'am a student from university of muhammadiyah sumatera utara. I have assignment for final semester to interview with you. I hope you help me to answer my questions miss.

Foreign Tourist : Good afternoon liza, well, I will try

Reseacher : Thank you. Nice to meet you

Foreign Tourist : Nice to meet you to

Reseacher : Well, the first my question is : How are your perspective of the accuracy from herli ?

Foreign Tourist : Well, it's really easy for me to understand him, he can speak very well, I mean he can tell everything what we needs, like a little bit about island, a little bit about fishes, and everything around sea. And he just tell to me everything about nature, about religion, about culture is easy to understand. He speak like simple language, like we talk slowly about everything about tell me like everything importance about nature, about tradition about eating, about drinking is easy for me to understand.

Reseacher : It's easy to understand right ?

Foreign Tourist : Yes

Reseacher : Would you like give me example some conversation with herli, when we are talk about something ?

Foreign Tourist : Well, like just say " I'am was hungry " I'am hungry everything a lot and we are cooking like eat spacy. Its really important to ask me because really difficult for me to easy food..... but for that, we are plan all day like : our to be program, work time, we where will go what time, and when come back about how or all planning. He talk me everything it's really easy to understand. We just plan together I really stay him because everything well recognize and I could understand.

Foreign Tourist : Herli

Tour Guide : halo reka, good afternoon

Foreign Tourist : Good afternoon herli

Tour Guide : How are you ?

Foreign Tourist : Well. I'am fine. How about you? I miss the island herli...

Tour Guide : I'am fine reka, when you come here ?

Foreign Tourist : Maybe on October herli. Do you want to know something else ?

Researcher : Yes sure. **Next question is** : How are your perspective of the fluency herli ?

Foreign Tourist : Well, we didn't speak English quickly, he speak like slowly slowly, one by one, word by word. In my memories, just like slowly, slow down, used simple words, he didn't make difficult sentence like try to speak slowly. We used simple word when communicate but understand each others. Slowly, simple one by one and word by word.

Reseacher : would you like give me example conversation when you are talk about something ?

Foreign Tourist : well, maybe he ask me about the family. He tell me " do you have any sister or brother ?" and I mean he to talk me,

but he just tell me “ you have sister or brother ?” you know what I mean, he just want to ask me “ Do you have any sister or brother ? but he just tell me “ you have sister or brother ?“ so, I could understand him. And another example, when him talk about past and what happening, before it was I could understand him because he talk me before grammer is properly use by him. Like he talk me “yesterday I go “ and “ yesterday I went “ I could understand because he say yesterday. Sometimes he just talk me some word “ I go ” wrong sentences right. And another example he say : “ you hungry ” and the correct grammer is : are you hungry ? “ I know what he purpose right, past sentence not be used. but I could understand very well.

There are some conversation between tourist and tour guide :

Tour guide : Would you like to go swimming reka ?

Foreign Tourist : Yes sure

Tour guide : Here take my mask

Foreign Tourist : Thank you remind

Reseacher : The last my question is : How are your perspective of the comprehensibility from herli ?

Foreign Tourist : well, I could understand him. When he was talking one by one, I know what him say but sometime he used hard speak. The most important thing is I could understand him the meaning what he tell, but he used him hand or body language. I can speak a little bit Indonesian, we also using hands to make sure that. Him understand me and he know what mean I say with using hand.

There are some conversation between tourist and tour guide :

Tour guide : Where are you from reka ?

Foreign Tourist : I'am from Austria in wina, do you know capital Austria ?

Tour guide : No

Foreign Tourist : Yes. This is my hometown in eroupe

Tour Guide : Tell me about your life in eroupe !

Foreign Tourist : Oowwhhh about my life in eroupe ? everyday is very fun. I'am wake up six o'clock, And I'am star it with jogging and I'am a teacher I have some students we are spend time together.



P1. We were interviewed with first tour guide and foreign tourist





P2. We were interviewed with second tour guide and foreign tourist

## **CURRICULUM VITAE**

### **DATA PERSONAL**

Name : Syafnaliza  
Register Number : 1602050030  
Place / Data of Birth : Asantola, 31 march 1998  
Sex : Female  
Religion : Moslem  
Nationality : Indonesia  
Partial Status : Single  
Hobbies : Travelling and Swimming  
Father's name : Syafrizal  
Mother's name : Nurhasanah  
Address : Jl. Gunung Singgahmata nmr 18  
Mobile phone : 082367544142  
E-mail : [Syafnaliza98@gmail.com](mailto:Syafnaliza98@gmail.com)

## **EDUCATION**

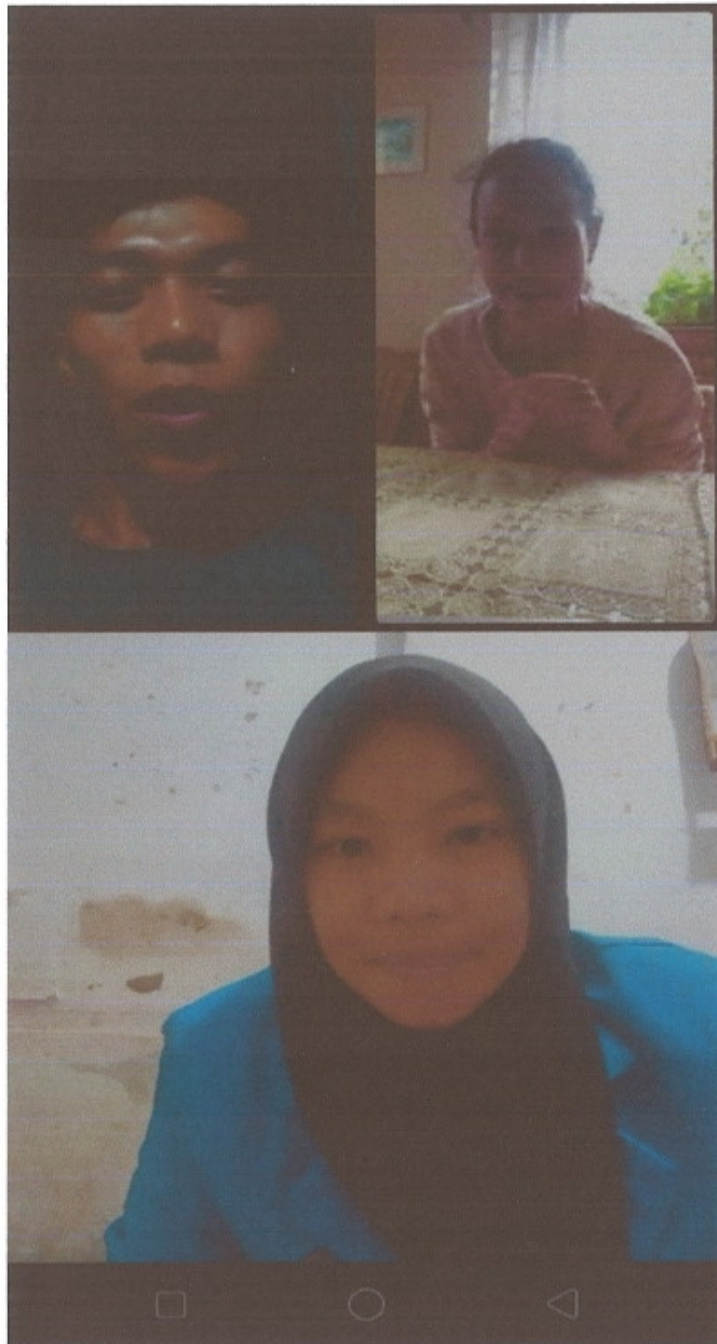
1. Elementary School at SD Negeri Haloban, from 2001 - 2008
2. Junior High School at SMP Negeri 1 Pulau Banyak from 2008 - 2010
3. Senior High School at SMK Negeri 1 Gunung Meriah from 2012 - 2016
4. Student of English Education Program of Faculty of Teacher's Training and Education, UMSU 2016 until reaching the degree of Sarjana Pendidikan

Medan, Agustus 2020

Syafnaliza



P1. We were interviewed with first tour guide and foreign tourist



P2. We were interviewed with second tour guide and foreign tourist



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**FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN**  
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Website : <http://www.fkip.umsu.ac.id> E-mail: [fkip@umsu.ac.id](mailto:fkip@umsu.ac.id)

**Form K-1**

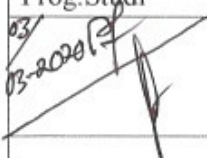

Kepada Yth : Bapak Ketua/Sekretaris  
Program Studi Pendidikan Bahasa Inggris  
FKIP UMSU

Perihal : **PERMOHONAN PERSETUJUAN JUDUL SKRIPSI**

Dengan hormat, yang bertanda tangan di bawah ini :

Nama Mahasiswa : Syafnaliza  
NPM : 1602050030  
Pro.Studi : Pendidikan Bahasa Inggris  
Kreatif Kumulatif : 135 SKS

IPK = 3,51

Persetujuan Ket/Sekret, Prog.Studi	Judul yang Diajukan	Disahkan oleh Dekan Fakultas
	Investigating Tourist Perspective on English verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil	
	The Effect of using CIRC Model on the Student's Ability in Reading Comprehension	
	The Effect of Gallery Walk Strategy on the Student's Ability in Reading Comprehension	

Demikianlah permohonan ini saya sampaikan untuk dapat pemeriksaan dan persetujuan serta pengesahan, atas kesediaan Bapak/Ibu saya ucapkan terima kasih.

Medan, 3 Maret 2020

Hormat Pemohon,

  
Syafnaliza

Keterangan :

Dibuat rangkap 3 : - Untuk Dekan/Fakultas  
- Untuk Ketua/Sekretaris Jurusan  
- Untuk Mahasiswa yang Bersangkutan



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Kepada Yth : Bapak/Ibu Ketua & Sekretaris  
 Program Studi Pendidikan Bahasa Inggris  
 FKIP UMSU

Assalamu'alaikum Wr. Wb.

Dengan hormat, yang bertanda tangan di bawah ini :

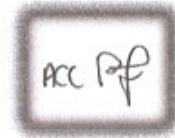
Nama : Syafnaliza  
 NPM : 1602050030  
 Program Studi : Pendidikan Bahasa Inggris

Mengajukan permohonan persetujuan proyek proposal/risalah/makalah/skripsi sebagai tercantum di bawah ini dengan judul sebagai berikut :

Investigating Tourist Perspective on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil

Sekaligus saya mengusulkan/menunjuk Bapak/Ibu sebagai :

Dosen Pembimbing : Dr. Bambang Panca S, M.Hum  
 Sebagai Dosen Pembimbing proposal/risalah/makalah/skripsi saya



Demikianlah permohonan ini saya sampaikan untuk dapat pengurusan selanjutnya. Akhirnya atas perhatian dan kesediaan Bapak/Ibu saya ucapkan terima kasih.

Medan, 17 April 2020  
 Hormat Pemohon,

  
 Syafnaliza

Dibuat Rangkap 3 :  
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 - Untuk Ketua/Sekretaris Prodi  
 - Untuk Mahasiswa yang bersangkutan



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UNIVERSITAS MUHAMMADIYAH SUMATERA UTARA  
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN  
Jl. Kapten Mukhtar Basri No.3 Telp.(061) 6619056 Medan 20238  
Website : [fkip.umsu.ac.id](http://fkip.umsu.ac.id) E-mail: [fkip@umsu.ac.id](mailto:fkip@umsu.ac.id)**

Nomor : 657/IL.3/UMSU-02/F/2020  
Lamp. : ---  
Hal : **Pengesahan Proposal dan  
Dosen Pembimbing**

Bismillahirrahmanirrahiim  
Assalamu'alaikumWr. Wb.

Dekan Fakultas Keguruan dan Ilmu Pendidikan Universitas Muhammadiyah Sumatera Utara menetapkan proposal skripsi dan Dosen Pembimbing bagi mahasiswa yang tersebut di bawah ini :


Nama : **Syafnaliza**  
N P M : 1602050030  
Progam Studi : Pendidikan Bahasa Inggris  
Judul Penelitian : Investigating Tourist Perspective on English Verbal Communication of tour Guides at Pulau Banyak, Aceh Singkil

.Pembimbing : **Dr. Bambang Panca S, M.Hum**

Dengan demikian mahasiswa tersebut di atas diizinkan menulis proposal skripsi dengan ketentuan sebagai berikut :

1. Penulisan berpedoman kepada ketentuan atau buku *Panduan Penulisan Skripsi* yang telah ditetapkan oleh Dekan
2. Proposal Skripsi dinyatakan **BATAL** apabila tidak selesai pada waktu yang telah ditetapkan.
3. Masa Daluarsa tangan : **25 April 2021**

Medan, 02 Ramadhan 1441 H  
25 April 2020 M  
Wassalam  
Dekan

  
**Dr. H. Elfrianto, S.Pd., M.Pd.**

Dibuat Rangkap 4 :

1. Fakultas (Dekan)
2. Ketua Program Studi
3. Dosen Pembimbing
4. Mahasiswa yang bersangkutan  
(**WAJIB MENGIKUTI SEMINAR**)





MAJELIS PENDIDIKAN TINGGI  
UNIVERSITAS MUHAMMADIYAH SUMATERA UTARA  
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN

Jalan Kapten Mukhtar Basri No. 3 Medan 20238 Telp. (061) 6622400 Ext. 22, 23, 30  
Website : <http://www.fkip.umsu.ac.id> E-mail: [fkip@umsu.ac.id](mailto:fkip@umsu.ac.id)

---



### LEMBAR PENGESAHAN PROPOSAL

Proposal yang diajukan oleh mahasiswa di bawah ini:

Nama Lengkap : Syafnaliza  
NPM : 1602050030  
Program Studi : Pendidikan Bahasa Inggris  
Judul Skripsi : Investigating Tourists' Perspectives on English Verbal  
Communication of Tour Guides at Pulau Banyak, Aceh Singkil

sudah layak diseminarkan.

Medan, Juni 2020

Dosen Pembimbing,



**Dr. Bambang Panca S, S.Pd., M.Hum**



## SURAT KETERANGAN

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

Ketua Program Studi Pendidikan Bahasa Inggris Fakultas Keguruan dan Ilmu Pendidikan Universitas Muhammadiyah Sumatera Utara dengan ini menerangkan bahwa :

Nama Mahasiswa : Syafnaliza  
NPM : 1602050030  
Program Studi : Pendidikan Bahasa Inggris

Adalah benar telah melaksanakan Seminar Proposal Skripsi pada :

Hari : Senin  
Tanggal : 18 Mei 2020

Dengan Judul Proposal : Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil.

Demikianlah surat keterangan ini kami keluarkan/diberikan Kepada Mahasiswa yang bersangkutan, smoga Bapak/Ibu Pimpinan Fakultas dapat segera mengeluarkan surat izin riset mahasiswa tersebut. Atas kesediaan dan kerjasama yang baik kami ucapkan banyak terima kasih. Akhirnya selamat sejahteralah kita semuanya. Amin

Dikeluarkan di : Medan  
Pada Tanggal : 18 Mei 2020

Wassalam  
Ketua Program Studi  
Pendidikan Bahasa Inggris

Mandra Saragih, S.Pd, M.Hum

### SURAT PERNYATAAN

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Saya yang bertanda tangan dibawah ini :

Nama Lengkap : Syafnaliza  
NPM : 1602050030  
Program Studi : Pendidikan Bahasa Inggris  
Judul Skripsi : Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil

Dengan ini saya menyatakan bahwa :

1. Penelitian yang saya lakukan dengan judul diatas belum pernah diteliti di Fakultas Keguruan dan Ilmu Pendidikan Universitas Muhammadiyah Sumatera Utara.
2. Penelitian ini akan saya lakukan sendiri tanpa ada bantuan dari pihak manapun dengan kata lain penelitian ini tidak saya tempahkan (dibuat) oleh orang lain dan juga tidak tergolong *Plagiat*.
3. Apabila point 1 dan 2 di atas saya langgar maka saya bersedia untuk dilakukan pembatalan terhadap penelitian tersebut dan saya bersedia mengulang kembali mengajukan judul penelitian yang baru dengan catatan mengulang seminar kembali

Demikian surat pernyataan ini saya perbuat tanpa ada paksaan dari pihak manapun juga, dan dapat dipergunakan sebagaimana mestinya.

Medan, Juni 2020  
Hormat saya  
Yang membuat pernyataan,



Syafnaliza

Diketahui oleh  
Ketua Program Studi  
Pendidikan Bahasa Inggris



Mandra Saragih, S.Pd, M.Hum



Bila menjawab surat ini agar disebutkan nomor dan tanggalnya

**MAJELIS PENDIDIKAN TINGGI PENELITIAN & PENGEMBANGAN  
UNIVERSITAS MUHAMMADIYAH SUMATERA UTARA  
FAKULTAS KEGURUAN DAN ILMU PENDIDIKAN**

Jalan Kapten Mochtar Basri No. 3 Medan 20238 Telp. (061) 6622400  
Website: <http://fkkip.umsu.ac.id> E-mail: [fkkip@yahoo.co.id](mailto:fkkip@yahoo.co.id)

Nomor : 959/II.3/UMSU-02/F2020 Medan, 21 Syawal 1441 H  
Lamp. : -- 13 Juni 2020 M  
Hal : Mohon Izin Riset

Kepada Yth.:  
Bapak/Ibu **Kepala Tour Guide**  
Di  
Tempat


Assalamu'alaikum Warahmatullahi Wabarakatuh.

Wa ba'du, semoga kita semua sehat wal'afiat dalam melaksanakan kegiatan aktifitas sehari-hari, sehubungan dengan semester akhir bagi mahasiswa wajib melakukan penelitian/riset untuk pembuatan skripsi sebagai salah satu syarat penyelesaian Sarjana Pendidikan, maka kami mohon kepada Bapak/Ibu memberikan izin kepada mahasiswa untuk melakukan penelitian/riset di tempat yang Bapak/Ibu Pimpin. Adapun data mahasiswa kami tersebut sebagai berikut :

N a m a : **Syafnaliza**  
NPM : 1602050030  
Program Studi : Pendidikan Bahasa Inggris  
Judul Penelitian : Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil

Demikianlah hal ini kami sampaikan, atas perhatian dan kesediaan serta kerjasama yang baik dari Bapak/Ibu kami ucapkan terima kasih.

Akhirnya selamat sejahteralah kita semuanya, Amin.  
Wassalamu'alikum Warahmatullahi Barakatuh

Dekan  
  
**Dr. H. Elfrianto S.Pd., M.Pd.**  
NIDN : 0115057302

Tembusan :  
- Peninggal

**UNIVERSITAS MUHAMMADIYAH SUMATERA UTARA**  
**Fakultas Keguruan dan Ilmu Pendidikan**

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**SURAT PERNYATAAN**

**Bismillahirrahmanirrahim**

Yang bertanda tangan di bawah ini, mahasiswa Fakultas Keguruan dan Ilmu Pendidikan Universitas Muhammadiyah Sumatera Utara.

Nama Lengkap : Syafnaliza  
Tempat/Tgl. Lahir : Asantola, 31 Maret 1998  
Agama : Islam  
Status Perkawinan : Kawin/Belum Kawin/Duda/Janda  
No. Pokok Mahasiswa : 1602050030  
Program Studi : Pendidikan Bahasa Inggris  
Alamat Rumah : Gunung Singgah Mata

Telp/HP : 0823-6754-4142  
Pekerjaan/Instansi : -  
Alamat Kantor : -

Melalui surat permohonan tertanggal, Agustus 2020 telah mengajukan permohonan menempuh ujian Skripsi. Untuk ujian skripsi yang akan saya tempuh, menyatakan dengan sesungguhnya, bahwa saya :

1. Dalam keadaan sehat jasmani maupun rohani
2. Siap secara optimal dan berada dalam kondisi baik untuk memberikan jawaban atas pertanyaan penguji.
3. Bersedia menerima keputusan Panitia Ujian Skripsi dengan ikhlas tanpa mengadakan gugatan apapun.
4. Menyadari bahwa keputusan Panitia Ujian ini bersifat mutlak dan tidak dapat diganggu gugat.

Demikianlah surat pernyataan ini saya perbuat dengan kesadaran tanpa paksaan dan tekanan dalam bentuk apapun dan dari siapapun, untuk dipergunakan bilamana dipandang perlu. Semoga Allah SWT meridhoi saya. Amin.

Saya yang menyatakan,

  
METERAI  
TEMPEL  
6000  
ENAM RIBU RUPIAH  
Syafnaliza



PEMERINTAH KABUPATEN ACEH SINGKIL  
KECAMATAN PULAU BANYAK BARAT  
**KAMPUNG ASANTOLA**

Desa Asantola, Kode Pos 95913

Asantola, 05 Agustus 2020

Nomor : 051 / 16 / 2020  
Lampiran :  
Tentang : IZIN PENELITIAN/RISET

Kepada Yth,  
Bapak Dekan Majelis Pendidikan Tinggi  
Penelitian dan Pengembangan  
Universitas Muhammadiyah Sumatera Utara  
Fakultas Keguruan dan Ilmu Pendidikan  
di-

**Tempat**

Assalamu 'alaikum Wr. Wb.

Berdasarkan dengan Surat Dekan Universitas Muhammadiyah Sumatera Utara Fakultas Keguruan dan Ilmu Pendidikan dengan Nomor : 959/11.3/UMSU-02 /F2020 Tanggal 21 Syawal 1441 H 13 Juni 2020 perihal Mohon izin Penelitian Riset.

Berkenaan dengan perihal tersebut diatas, pihak kami tidak merasa keberatan dan sangat mendukung serta memberikan izin sepenuhnya untuk melakukan penelitian Riset di Asantola, Desa Asantola Kecamatan Pulau Banyak Barat Kabupaten Aceh Singkil Provinsi Aceh dengan Judul Riset Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak Barat, Aceh Singkil sebagai salah satu syarat penyelesaian sarjana Pendidikan pada Universitas Muhammadiyah Sumatera Utara Fakultas keguruan dan Ilmu pendidikan, Surat izin Riset Penelitian ini dikeluarkan dan diberikan kepada mahasiswa/i :

Nama : **Syafnaliza**  
NPM : 1602050030  
Program Study : Pendidikan Bahasa Inggris  
Judul Penelitian : Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak Barat

Demikian Surat Izin Penelitian Riset ini kami keluarkan dan kami berikan kepada yang bersangkutan atas kerja sama yang baik kami ucapkan terima kasih.

DIKELUARKAN : ASANTOLA  
PADA TANGGAL : 05 AGUSTUS 2020  
KEPALA KAMPUNG ASANTOLA





**BERITA ACARA BIMBINGAN PROPOSAL**

Nama : Syafnaliza  
NPM : 1602050030  
Program Studi : Pendidikan Bahasa Inggris  
Judul Skripsi : Investigating Tourists' Perspectives on English Verbal  
Communication of Tour Guides at Pulau Banyak, Aceh Singkil

Tanggal	Deskripsi Hasil Bimbingan Proposal	Tanda Tangan
15 April 2020	Chapter I: Background of the Study, Identification of Problem, Formulation of the study	
25 April 2020	Chapter II, Theoretical of Framework	
2 Mei 2020	Chapter III, Source of Data	
	The proposal is already completely revised and ready for seminar proposal	

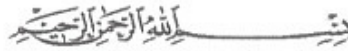
Medan, 11 Mei 2020

Diketahui/Dsetujui  
Ketua Prodi Pendidikan Bahasa Inggris

Dosen Pembimbing

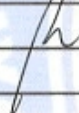

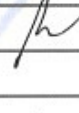
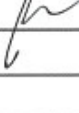
Mandra Saragih, S.Pd., M.Hum

Dr. Bambang Panca S., M.Hum




**BERITA ACARA BIMBINGAN SKRIPSI**

Perguruan Tinggi : Universitas Muhammadiyah Sumatera Utara  
 Fakultas : Keguruan dan Ilmu Pendidikan  
 Jurusan/Prog. Studi : Pendidikan Bahasa Inggris  
 Nama Lengkap : Syafnaliza  
 N.P.M : 1602050030  
 Program Studi : Pendidikan Bahasa Inggris  
 Judul Skripsi : Investigating Tourists' Perspectives on English Verbal Communication of Tour Guides at Pulau Banyak, Aceh Singkil

Tanggal	Deskripsi Hasil Bimbingan Skripsi	Tanda Tangan
17 Juli 20	Data / chapter IV Data analysis	
18 Juli	Data / chapter IV	
28 Juli	Data analysis / chapter IV & V Conclusion	
8 Agustus	Acc	

Medan, Agustus 2020

Diketahui oleh:  
Ketua Prodi



(Mandra Saragih, S.Pd., M.Hum.)

Dosen Pembimbing



(Dr. Bambang Panca S, S.Pd., M.Hum.)



**CURRICULUM VITAE**  
**DATA PERSONAL**

Name : Syafnaliza  
Register Number : 1602050030  
Place / Data of Birth : Asantola, 31 march 1998  
Sex : Female  
Religion : Moslem  
Nationality : Indonesia  
Partial Status : Single  
Hobbies : Travelling and Swimming  
Father's name : Syafrizal  
Mother's name : Nurhasanah  
Address : Jl. Gunung Singgahmata nmr 18  
Mobile phone : 082367544142  
E-mail : Syafnaliza98@gmail.com

## **EDUCATION**

1. Elementary School at SD Negeri Haloban, from 2001 - 2008
2. Junior High School at SMP Negeri 1 Pulau Banyak from 2008 - 2010
3. Senior High School at SMK Negeri 1 Gunung Meriah from 2012 - 2016
4. Student of English Education Program of Faculty of Teacher's Training and Education, UMSU 2016 until reaching the degree of Sarjana Pendidikan

Medan, Agustus 2020

Syafnaliza