

ABSTRACT

The craftsellers' ability to communicate in English with foreign tourists at Malioboro really surprised me and inspired me to listen closer to their utterances.

I know that utterances represent what we have known about the language as well as the knowledge of how to communicate in the language.

This research was aimed at revealing the linguistic competence of the craftsellers, specifically their mastery on grammar and the cultural background of English Language. The problems were formulated as follows:

Are their utterances grammatical?

Are their utterances acceptable?

The data were in the form of recorded utterances of the craftsellers. The data was taken without notice when they were engaged in conversation with foreign tourists. And then the data were transcribed into its written forms.

The analysis covered two aspects: Grammatical and Cultural. Grammatical Analysis involved three components: Pronunciation, Lexicon and Syntax, compared with English Grammar. From the analysis, it was found that most of their utterances were not grammatical. There were many deviations from the Standard English Grammar. Word-to-word translation, ignorance and the intellectual contexts of Javanese were blamed to be the causal factors of the ungrammaticality. In fact, the first language influence was inevitably.

Cultural Analysis presented the native speakers' comments on the potential offensive utterances. And also their judgements on the craftsellers' behaviour when the craftsellers addressed, offered goods and conversed with those foreign tourists.

The craftsellers were not aware of the differences between Javanese and Western cultures. They treated the foreign tourists as they treated their own fellows. The six English native-speakers admitted that they were annoyed with those personal questions and other curiosity. Their utterances, especially the personal questions which is emerged, were not acceptable in the Western Culture. They were considered as being rude and invading other's privacy.

Observing all these, it seems that the task of the Tourism Department was harder. To characterize the tourism agents with better understanding of both language and culture, the Tourism Department was supposed to work together with English Departments of IKIPs and FKIPs which may provide qualified trainers. The progress in tourism may better the cultural relation and human relation in this world.