

English Structure in Aviation Staff Conversation

I Gusti Ayu Agung Dian Susanthi¹, Anak Agung Istri Manik Warmadewi²

^{1,2}Warmadewa University, Bali-Indonesia

Abstract-- The title of this research is *English Structure in Aviation Staff's Conversation*. I am interested in doing this research because the English used were very complicated. The problems which are analyzed in this paper are about the kinds and forms of the English expressions and structure used by the aviation staff. The data are going to be examined in this research are collected from some conversation videos between the guest and aviation staff on YouTube channel. The theory used to analyze the data of these two problems is the theory of English functions mainly taken from a reference entitled 'Semantic the Study of Meaning' (1974:40) written by Geoffrey Leech. Besides several supporting references are also used in analyzing the problems. Further, based on the method of research, it can be described that all the data were collected by observing the conversation during aviation staffs are serving the guest. The method was supported by observation and note taking techniques. The data were analyzed based on the theories of English structure and expressions. The analysis of the data shows that the aviation staff could get in touch with the guest in appropriate English structure and their conversation was successful. Based on the data analysis, it was also found that there are some language expressions used by the aviation staff during their job, namely (1) greeting and welcoming, (2) asking information, (3) giving information, (4) Giving suggestion, (5) Requesting used by the aviation staff in their conversation with the guest. The forms of the English structures and expressions used by the aviation staff are mostly in the formal form.

Keywords: English Expressions, English Structure, Aviation Staff, Conversation

I. Background and Problems

People in the world cannot stand alone, they need to communicate with each other. They also need to contact with other people. In other words, they have to depend upon the other people to help them meet their needs, attain happiness and find their personal fulfillment. Communication is also a way for people to express what they want to others. The important role of communication is to keep the people's contact with the others, help the people, initiate, develop, control, and sustain their contact with other people.

The success of the communication depends on how the addressee reacts to the speaker's utterance. In communication the addressee should be sensitive to the speaker's illocutionary acts, such as the purpose or the mood of the speaker's sentence. As the initiator of communication, the speaker bears the greater responsibility to achieve the goal of communication. The speaker should consider the effect of his or her words. However, the structure of interaction in institutional contexts is more restricted in niche environments. In addition, the structures of talk in institutional contexts are organized based on the system of participation right and the obligation. For example, opening, request, interrogative series, response, and closing are the structure of conversation in emergency call. In this case, people should be awarded that conversation is not just a talk. Every conversation has some structure and form such as opening, turn-taking, adjacency pairs, closing etc.

In the hospitality industry, a good conversation intertwined because of the good command of the language. Communication that occurs in the world of tourism has its own limitations in accordance with the standards and procedures of each place. According to Halliday (1973:7), in the most general terms, people do differently with their language, that is; they expect a large number of different purposes by talking, writing, listening and reading.

Understanding of performance expectations are keys to the achievement of tourist satisfaction. Therefore, mastering English becomes one of the main skills that must be possessed by people who work in the hospitality industry. Also, as individuals who work in the tourism industry, should have the knowledge and ability to establish good communication with guests. Conversation analysis has an important role in understanding the purpose and objectives when communicating to produce the same perception, and also to achieve the target in accordance with existing provisions. So that it is very important to the tourism worker in mastering language to give excellent performance and service to the guest.

Aviation staffs must also give excellent service to the guest, so that they must have good communication skill. Good communication must have well-structured, so that the guest feels comfortable during their journey or visit in a country. The aviation staffs have direct contact with the guest, they must be able to speak English communicatively to create a good conversation. Their skill not only used for greeting, receiving or just giving information to the guest but also can be used for persuading and influencing guests in handling complaints, giving suggestions, and inviting the guest in the airport.

Aviation staffs must ensure that the guest will have a pleasant and satisfying transit in the airport. In serving the guests at the airport, there are some English structures and expressions are always found, such as greeting, offering help, giving information, thanking the guest until saying goodbye before the guest leaves. Analysing the conversation that occurs in the world of tourism, especially aviation staff's conversation is very important to learn. The data was taken from You Tube channel, since it provides adequate data to answer the problems in this study. Based on the background above I am future more interested in analysing conversation between the aviation staffs and guest in the airport.

1.1 Scope of Discussion

Limiting a problem is necessary in conducting research or in writing a scientific paper. Therefore, this paper is discussing about English expressions and structure analysis in aviation staff's conversation. It has been mentioned that the focus of my attention is the English Expression and structure that are related to the communicative English used by the aviation staff.

In view of those problems in this paper, I would like to focus the discussion only on:

1. What expressions are used by the aviation staff in their daily conversation with the guest?
2. What are the structures and expressions used by the aviation staff in rendering service to the guest?

1.2 Aims

Every research has aims that have to be achieved. Aim is an important thing in this paper because without aim the problem cannot be solved easily. In this paper, the conversation analysis used by the aviation staff with the guest in the airport also has some purposes which would like to be achieved. The purpose of this writing can be distinguished into three aspects: they are general, specific, and academic purposes.

The general purpose of discussing the problem in this paper is to apply the theoretical concepts of the language structures and expressions which were obtained from the class. Furthermore, I also want to get some experience in conducting field research.

The specific aim of this writing is to know the usage of English, used by the aviation staffs. Specifically, the writer wants to know the English expressions and structures conversation structure are used by aviation staff

with the guest and it is also aimed at knowing their English ability. I also hope that this paper can be used to enrich the collection of the research.

II. Theoretical Basis

2.1 Forms of the English Expressions

As Blundell (1982:45) says, language through which our social structure is mediated is used by the people for the sake of their purpose. Suggested again that the language used in the world, including English, have functions. All the functions which they have are often categorized as expressions.

Like in other languages, the functions of the English expressions can also be expressed in several forms. According to Blundell (1987:5), the forms of the English functional expressions can be categorized into three forms, among those: neutral

expression, formal expression and informal expressions. To decide whether we have to use neutral, formal, or informal expressions in the communication, we have to know well the setting (situation) in which and when we are talking with the other people. In other words, the situation of the setting in which and when we are talking with them basically determines the forms of the expressions we use.

Besides the setting, the other things which can also help us decide whether we have to use neutral, formal or informal expressions are: (a) the topic of our communication, (b) our social relationship with the people with whom we are making communication, and also (c) the psychological attitude of the people with whom are taking. Further, each of the forms will be described below:

2.1.1 Neutral Expression

English neutral expression is also a common expression which is used in communication. We usually use the form of this expression without paying attention to whom, when, or where we are talking. According to Tillit (1985:41), neutral expression is the expression of one function which can be expressed at any time, place, and any people with whom we are talking. The examples of the neutral expression are:

- (1) Thank you (Tillit, 1985:41)
- (2) I have a lot of friends (John & Soar, 1987:55)

All these expressions belong to neutral expressions because they can be expressed to any people in a formal or informal situation. The expression Thank you, for example, can be expressed whenever we want to thank anyone.

2.1.2 Formal Expression

Formal expression is usually used in a formal setting (situation), when someone

2.1.3 Informal Expression

The informal expression is normally used by the speakers in an informal setting (situation). Besides, it is usually expressed to the people whom we know very well, or is usually used to greet someone whom we know well. In the informal setting (situation), we do not probably greet our best friend in the same way as our employer. In greeting our best friend, we can probably greet him/her with hello, and do not probably greet him/her with Good Morning, Sir/ Madam. The informal expression is expressed for example, in private conversation and in personal letters. The examples of the informal expressions are:

1. Can I bring the wine? (Tillit, 1985:29)
2. How about dinner? (Tillit, 1985:29)
3. Sorry about that. (Tillit, 1985:51)

All the examples above are categorized as informal expressions. They are informal expressions because they begin with the word can, how, about, and the word sorry. Besides as informal expressions, these expressions are also characterized as impolite expressions.

2.1.4 Kind of English Expression

It can be described here that the English expressions which we express to the other people must be effective. In order that the expression which we utter to them is effective, they must be appropriate to the situation in which we are. Suggested by Jones, (1977:1) that when we are trying to choose the best way to express ourselves in a particular situation, we must keep several things in our mind, which are:

- a. What we are trying to do with our English? Whether we are describing something, persuading someone, giving our opinion or what with our English? Each of the English used, is called English Function.
- b. What sort of person we are in this particular situation or whether our role is a friend, a stranger, an employee, or a customer.
- c. Where we are talking, or whether the setting of our talking is in a plane, at a party, or at a meeting.

What we are talking or whether the topic of our communication is about business, travel, or sport. It can be stated that like in other languages, the English expressions also have several functions.

III. Research Methods

Method occasionally plays an important role in all sorts of scientific activities. The method of doing research has a very important role in determining the success of the research as well. The method that is used here consists of data sources, data collections, and data analysis, which will explain as follows:

The data were taken from the conversation of the aviation staff. The data of this research were collected by using the method of observation, voice recording and note taking technique by watching the video conversation between the aviation staff and the guest.

After all the data were collected, the data were analyzed based on the theory applied. The analysis was finished by mentioning the conversation quoted as the data source.

IV. Research Results

4.1.1 Expression for Greeting

This function is used when we give a sign or word of welcome or pleasure when meeting somebody or receiving guests and it could be at the first meeting or in daily activities when we see somebody, we decide to use formal or informal language situations. There are some expressions within one function that we can use at any time, such as neutral, informal, and formal expression. These expressions, we can see in below example:

Data 1

Immigration Conversation

Attendant : Hello Madam

Traveler : Hi

Attendant : Can I see your passport, please?

Traveler : Passport? Yes.

Attendant : I'm going to ask you some questions, is that okay?

Traveler : Okay

From the conversation above, the expression of greeting that is used is “Hello madam” to start the conversation with the guest. The greeting expression in the data above was used by the attendant when the attendant wants to check the passport. This greeting is used to show the friendliness and to open the conversation.

4.1.2 Expression for Asking Information

The one who asks the question in a conversation usually controls the conversation. Various techniques could be necessary to get different sorts of information from different people. Most people are very polite in the way they ask a stranger about something. Asking for information is usually done by interrogative sentences. Moreover, personal questions have to be expressed tactfully. Here are some useful opening expressions: Can you tell me? Would you mind telling me.....? I wonder if you could tell me.....? Would you please tell me.....?

Data 1

Security Conversation

Security: *What's the purpose of your trip?*
Traveler: There for vacation
Security: You've been there before?
Traveler: Yes sir, I was stationed there for three years
Security: Are you guys travelling together?
Traveler: No. No we're not. We just got off the same plane together
Security: Do me a favor, talk to this officer over here. Come on over here
Traveler: Yes sir

Based on the conversation above, we can see that all the underline words are expressions used by the security for asking information. This kind of expression used to ask the guest who came to security section. This information was uttered by the security by asking a question “*What's the purpose of your trip?*” the guest answered that his purpose of trip is for vacation. This expression was characterized as a formal and polite expression because it is in well structured. The security used this formal or polite expression because the setting was in a formal situation and the time was still on duty to serve the guest.

Data 2

Check-In Conversation

Attendant : *Hello! Where are you flying to today?*
Traveler : Hi, I'm flying to New York
Attendant : May I have your passport, please?
Traveler : Yes, of course. Here you go
Attendant : Do have any checked bags?
Traveler : Yes, I have a suitcase

Based on the data (2) above, we can see that all the underline words are expressions used by the attendant for asking information. This kind of expression used to ask the guest who came to the attendant. This information was uttered by the attendant by asking a question “Where are you flying to today?” the guest answered that he is flying to New York. This expression was characterized as a formal and polite expression because it is in well structured. The attendant used this formal or polite expression because the setting was in a formal situation and the time was still on duty to serve the guest.

4.1.3 Expression for Giving Information

According to Leo Jones (1977:9), this expression is used to explain something or to give a response needed by a speaker or questionnaire on many types of matter (depending upon what the question is all about). The linguistic items are more general. It covers any type of question, such as: who, where, how, when, what and others using auxiliary verbs. So, this expression contains about the length of time, time distance, place, object, etc. For examples:

Data 1

Check In Conversation

Attendant: Are you carrying anything for anyone else?

Woman and Man: No

Attendant: Great. Here are your boarding passes.

Man: Thank you

Attendant: Your flight leaves from gate 19 and boarding begins at 11.20

Man: 11.20

Attendant: Yes. Your seat numbers are 16E and 16F.

Based on the conversation above, it can be described that all the underline words are expressions which were used by the attendant for giving the

information to the guest. Based on the data above, the information that the attendant gave had been appropriate to the needs of the guest. In giving the information, the attendant used a formal or polite expression because the time when the attendant gave the information to the guest was still in a formal time or situation. And of course the procedure requires that the attendant or officer have to be polite to the guest.

4.1.4 Expression for Giving Suggestion

This function is used to make or to give someone a suggestion. There are many ways of trying to get people to do things for their own-good. The expressions you use depend on:

- a. How difficult or unpleasant the course of action you suggest it.
- b. Who you are and who you are talking to, the role you are playing and relationship.

The items which are usually used for these expressions are as follows:

Data 1

Check In Conversation

Attendant: Here's your boarding pass

Traveler: Thank you. Where should I go now?

Attendant: You should go to the gate 178 in the lounge area

Traveler: And what time can I get on the airplane?

Attendant: Boarding will start at 10.30. Please be at the gate 30 minutes before your scheduled flight

Traveler: Thank you

It can be examined that all the underlined words in the conversation above is structure and expression used by the attendant to give suggestion to the guest. In this conversation, the expression used by the attendant was polite or formal form because the structure of this expression was grammatically correct. In this case, the attendant only used the expression "you should....." for suggesting.

4.1.5 Expression for Requesting

According to Leo Jones (1977:14), when we want someone to do something for us, there are many English expressions we can use. Some of these expressions are polite for formal situations. The expressions used depend on:

- a. How difficult, unpleasant or urgent the task is.
- b. Who you are and who you are talking to, the role you are playing and your relationship.

Here is the way of requesting:

Data 1

Check- In Conversation

Attendant: Can you put in on the scale?

Man: Sure. Did you pack my gloves?

Woman: Gloves?

Man: Well it could be cold

Woman: No, it's summer in Recife

Man: Oh, of course. Can you check our bag through to Recife?

Based on the data, the expression was very suitable and appropriate with the situation when the conversation happened. This request was uttered by the attendant by saying "Can you...." in the beginning. It can be analysed that the expression in the data above was characterized as a formal expression because the structure was correct and the English language used in this expression was standard English. In this case, the formality is also shown using the expression "can you" as the opening request.

Research Findings

This study has findings. The findings are described in accordance with the analysis in answering the problem and based on the theory used in analysing the problem. There are some findings in this study, namely (1) theoretical findings of this study directly contribute to linguistics field, especially English expressions, and structures in the field of linguistics.

Conclusions and Suggestions

Conclusions and suggestions in this study are based on analysis and findings in this study. There are some language expressions used by the aviation staff during their job, namely (1) greeting and welcoming, (2) Asking information, (3) Giving information, (4) Giving suggestion, (5) Requesting. This research can be used as a reference source for other researchers in the field of analysing English structure and expressions. In addition, the development of language expressions and structure as the findings in this study can also be applied in other language such as Japanese, Chinese, etc. Moreover, the aviation students can also use this research as reference to learn about conversation in the airport.

REFERENCES

- [1] Blundel, J. Jonathan Higgins and Nigel Middlemiss. 1982. *Function in English*. Oxford: University Press.
- [2] Corder, S.P. 1980. *Second Language Acquisition Research and The Teaching of Grammar*. BAAL Newsletter 10.
- [3] Dornyei, Zoltan and SarrahTurnell. 1992. *Conversation and Dialogue in Action*. Prentice Hall International (UK) Ltd.

- [4] Halliday, M.A.K. 1973. *Exploration in the Function of Language*. London: Edward Arnold.
- [5] IndrawanJendra, Made Iwan. 2018. *Sociolinguistic: The Study of Societies Language*. PenerbitVidia: Bali.
- [6] Jones, L. 1977. *Function of English*. London: Cambridge University Press. Liz &Jhon Soar. 1987. *New Headway: Intermediate Student's Book*. Oxford University Press.
- [7] Leech, G. 1974. *Semantic, The Study of Meaning (Second Edition)*. Penguin Books. Palmer, F.R. 1976. *Semantic*. Cambridge : Cambridge University Press
- [8] Tillit, B. and M.N Bruder. 1985. *Speaking Naturally, Communication Skill in American English*. Sydney: Cambridge University Press.
- [9] Webster, M. 1981. *New Collegiate Dictionary*. USA: Springfield, United States.