

**ENGLISH COMMUNICATION STRATEGIES
USED BY ENGLISH CLUB PARTICIPANTS AT PT SEMEN PADANG**

A Thesis

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ABSTRAK

Dalam skripsi ini dibahas tipe-tipe *communication strategy* dan penyebab-penyebab kesalahan berbicara dalam *communication strategy* yang digunakan peserta klub Bahasa Inggris (*English Club*) PT Semen Padang. Data terdiri dari percakapan antara motivator dan peserta. Data diambil dengan menggunakan metode penelitian tidak langsung (*Non-participatory observation*). Pengambilan data dilakukan dengan menggunakan teknik rekam. Selanjutnya, dari 12 percakapan diperoleh 39 data yang dianalisis dengan menggunakan teori Brown (1980) dan Schmidt (1983) tentang tipe-tipe *communication strategy* yang digunakan serta teori Sárosdy dkk. (2006) tentang penyebab kesalahan. Hasil analisis dipresentasikan dalam bentuk tabel dan kalimat biasa.

Hasil analisis menunjukkan bahwa peserta hanya menggunakan 8 strategi saja yaitu: *avoidance* (2,5 %), *appeal to authority* (15,38 %), *personality style* (7,6 %), *language switch* (35,8 %), *repetition* (23 %), *paraphrase* (7,6 %), *self correcting* (5,1 %) dan *asking confirmation* (2,5%). Sedangkan kesalahan yang muncul disebabkan oleh *language transfer* (75 %) dan *overgeneralization* (25 %). Penulis menyimpulkan bahwa *communication strategy* merupakan cara yang digunakan oleh peserta klub dalam mengatasi kendala yang mereka hadapi dalam berkomunikasi yang disebabkan oleh keterbatasan kosakata dan tata bahasa dari bahasa yang dipelajari. Strategi *language switch* adalah yang paling dominan digunakan. Hal ini disebabkan karena motivator dan partisipan memiliki kesamaan bahasa pertama (*first language*). Dari aspek kesalahan, beberapa data menunjukkan bahwa ketika menggunakan *communication strategy* peserta klub juga melakukan kesalahan pada pengucapan dan tata bahasa.

CHAPTER 1

INTRODUCTION

1.1 Background of the Study

English as the international language plays an important role in communication of the world. It is used as means of communication in all fields of our life. Firstly, English is important to share information, ideas, or opinions to other people who come from different countries, cultures and languages. Secondly, English is needed to look for jobs. In recruiting new employees, national or international companies use English as one of the requirement. Thirdly, English is also important in educational field. English is one of the compulsory subjects. In Indonesia in which English is a foreign language, the government tries to make people master it by teaching English since Junior High School until University level.

It is important to point out that English cannot only be learned at school. In addition, it can be learned at government institutions or some companies. One of them is PT Semen Padang. English training program in PT Semen Padang is run seriously to improve the proficiency of their employees. As a big company that deals with import and export activities that are mostly run in English, PT Semen Padang management pays a serious attention to the improvement and maintenance of the employee's English. The employees are provided English club where they are given maximum opportunities to improve and maintain their English.

Actually, the basic goal of learning English is to enable learners to communicate by using this international language. However, using English in communication perfectly and correctly is not easy to do. Sometimes some people have good knowledge and ideas but they cannot express these due to lack of vocabulary and grammatical mastery and vice versa. Therefore, learners who have difficulties in using English in communication may try to find strategies. Generally, the learners may tend to conduct their particular strategies that maybe easy to use. They also tend to apply certain strategies wherever and whenever they communicate. Here, they need what is called as communication strategy.

Stern in Johnson & Johnson (2001) defined communication strategies as "techniques of coping with difficulties in communicating in an imperfectly known second language." From the definition above, it can be said that communication strategy are actions done by language learners to handle problems faced in communication. The problems are caused by limited knowledge and vocabulary of target language. The language learners probably repeat their utterance, switch to their native language, avoid the topic of communication, etc. In applying communication strategy, language learners also make ungrammatical utterance. Brown (1980) stated that communication strategy is one of the major sources of error. The error may be caused by language transfer or interference, intraference and overgeneralization.

Based on the facts above, the writer is interested in analyzing the English Communication Strategies Used by English Club Participants at PT Semen Padang. The aspects analyzed are types of communication strategy and causes of

error in communication strategy. These two aspects will be explored in this thesis.

1.2 Problem Statements

This study is focused on two main problems. They are following:

1. What are the types of English communication strategy used by motivator and participants in English club of PT Semen Padang?
2. What are the causes of error in speaking English made by motivator and participants in English club of PT Semen Padang?

1.3 Objective of the Study

The general purpose of this study is aimed at answering the questions proposed above. It is basically composed in order to find out:

1. The types of English communication strategy used by motivator and participants in English club of PT Semen Padang.
2. The causes of error in speaking English made by motivator and participants in English club of PT Semen Padang.

1.4 Limitation of the Study

This study focuses on English communication strategies Used by English Club Participants at PT Semen Padang. Since communication strategies are in two forms, written and spoken, the writer analyzes the spoken communication strategies of English language. The aspects analyzed are the types of communication strategy and the causes of error in communication strategy.

CHAPTER 4

CONCLUSION

After analyzing the 12 conversations, the writer finds that from the nine types of communication strategy the participants of English club use eight types. The first is language switch. This is the most dominant strategy used by participants. It is dominantly used for the participant and the motivator have similar first language (Indonesian). It helps them in delivering the message to listener. Actually the language switch strategy implicitly means as asking help. It helps learners in handling their problems in communicating message to listener. It could be seen through the respond of listener. In some data, the writer finds that language switch strategy is used together with appeal to authority strategy. The participants apply two strategies in a single utterance.

The second is strategy of repetition. The strategy is mostly used by motivator of the club. The repetition strategy implicitly means as asking clarification and giving correction. The third is appeal to authority strategy. The participants apply this strategy for they have limited vocabulary in target language (English). They ask the motivator of the club as the authority. The fourth is paraphrase strategy. The fifth is strategy of personality style. In applying this strategy, the participants directly translate their first language and mother tongue. The sixth is self correction strategy. The seventh and the eight strategy are asking confirmation and avoidance strategy. The writer finds that the participants do not

avoid the conversation. They try to send their message to listener by applying the above strategies. From all of analysis in chapter 3, the strategy of prefabricated pattern never occurs. Besides that, one strategy that is not listed in the theory appears in the English Club, namely giving help.

In case of causes of error, the writer concludes that the errors are mostly caused by language transfer or interference. It is reflected through the structure of the sentence produced by the speakers. Overgeneralization causes the error for once, while intraference never causes the error.

From the explanation above, it can be summarized that almost all of the types of communication strategy are used in English Club of PT Semen Padang and the errors are caused by language transfer (interference) and overgeneralization. The communication strategy is used for handling problems appear in communication such as limited vocabulary and grammatical problem in target language. The applied strategies are also have implicit meaning such as asking help, asking clarification and giving correction.

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