COMMUNICATION STRATEGY USED IN THE INTERACTION BETWEEN LOCAL GUIDES AND FOREIGN TOURISTS WHEN GUIDING IN MUSEUM KESEJARAHAN JAKARTA

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Abstract: This research was conducted to determine the communication strategy used by the local guide when guiding foreigners in museum kesejarahan Jakarta, especially the types of strategy in communication and the function of each strategy for the local guide to solving their problem in the museum. Communication strategy is the important thing that the guide needed to build a good conversation with the foreigners' visitor there. The objective of this study is to find out the most dominant type of strategy in communication and the functions of each strategy when the guide faced the problem when guiding, the writer used the descriptive qualitative method. The data collection was done by collecting the data from observation and the conversation problem with each foreign tourist. Primary data collected from direct field observations and interviews. The writer analyzes some conversations that can be shown as the problem faced by the tour guide. This research used theory by Celce-Murcia et al's (1995) model of communication strategies is considered as the most complete and detailed. The writer divided communication strategies into five main categories. They are avoidance, achievement, stalling, self-monitoring strategies, and interactional strategies. Results showed that there were 5 types of communication strategy and The dominant of those theories was an interaction strategy. Problems that faced by the local guide are different culture, limited vocabulary, shyness, difficult accent, too attached to the modules being thought

Keywords: *communication strategy, types of strategy in communication, the function of those strategies on guiding*

INTRODUCTION

English as the international language had functioned to build communication between each country in the world. English is a lingua franca that could connect us between the world. Nowadays English is used as the second language in business. English taught from Elementary School until University in Indonesia. In English people could learn listening, speaking, writing, and reading.

Communication is such an important things in the world, people could know new things from it. Through communication, one can change ideas, share experiences with others, help, and understand others, furthermore, can maintain a good social relationship with others. In teaching and learning activities, communication happens between each person in the world. The most important thing in communication is when people and other person talking to understand each other. Communication is a process of passing information to other humans through an oral process. The strategy is a plan to get the achievement in the workplace, school, military, and etcetera. The strategy makes something into the plan and makes it easy to get and understand or make a person had the same purpose and goals. A strategy is also used to achieve long-term gain and overall aim or in other words to succeed.

Communication strategy is how communication with other people from other countries around the world. A communication strategy that use to talk and

had relation to shared also gained new information from each person, of course with their own accent and understanding. It had communication with foreigners must to understand what they need, how old they are, how interesting they are on something we will talk about.

A local guide is a local person who had special majors in guiding foreigners who still learning or does not know about Bahasa. Of course, she must pass the test on guiding in English before she brings the tourist. The local guide must be able to answer the question also know the history of the place that the local guide work at, such as museum, monument, recreation. The local guide must had a license while they are working there also must learning to understand the tourist characteristic.

Museum Fatahillah is one of the famous museum in Jakarta. It was built on 1707 by Joan van Hoorn as a Town Hall and Court of Justice. He is 17th Governor of VOC. It officially opens as Town Hall by Abraham van Rieebeck on 1710. He is 18th of VOC. It was open as Museum Kesejarahan Jakarta or a person usually call Museum Fatahillah by Mr. Ali Sadikin in 1974. In this Museum we could know about the history of Jakarta, that's why so many foreigners come over. Especially Jakarta is an icon of Indonesia also the center of government in Indonesia. Based on the reason, the writer chooses the topic and the field research on that museum. It causes in the museum the writer can have an interaction with foreigners visit the museum. It helps to compare the kind of communication the writer use between one and other foreigners. In this paper, the writers are concerned about the "Communication Strategy used by Local Guide" to tell and to describe the collection on the Museum Kesejarahan Jakarta. Generally speaking, communication is an inseparable part of daily life since it attempts to convey messages from one person to others. However, many problems occur during the conversation in all languages including English. Therefore, the speakers have to employ some methods in dealing with this kind of problem. Those methods are called communication strategies. More importantly, the communication strategies would be very essential for the speakers who have different knowledge of culture and language. For example, the interaction between foreign tourists and tour guides. For this reason, I conducted this study which aims to describe how the communication strategies are used in the interaction between the local guides and foreign tourists in museum kesejarahan in Jakarta

Based on the background and reason for choosing the title above, the writer can identify those problems as follows:

(1) What are the communication strategy used in guiding foreign tourist in Museum Kesejarahan Jakarta?

(2) What kind of communication problems faced by the writer while guiding a foreign tourist?

These reviews are expected to serve as important background information to support the study and the discussion of the findings. It is divided into four subtopics: (a) The definition of communication, the definition of strategy, (b) Types of strategy in communication, (c) Definition of communication strategy, and (d) definition of tourism and definition of the local guide

The Definition of Communication

According to (West & Turner, 2018) in Introducing Communication Theory cited Communication has become a sort of 'portmanteau' term. As a piece of luggage, it is overstuffed with all manner of odd ideas and meanings. The fact that some of these do fit, resulting in a conceptual suitcase much too heavy for anyone to carry, is often overlooked. It means communication looks like a bag, and it's too heavy to carry, so some people try to forget if the inside of it had manners, ideas and meanings.

Pursuant to (Porter Liu, Volcˇic, & Gallois, 2015) in Introducing Intercultural Communication Cultures "Communication – our ability to share our ideas and feelings – is the basis of all human contact"in short, communication come from our ability to understand something that people had to read or learn before, and how people could shared our idea and feeling used oral or verbal language. That's all is the basis of how people build the contact with other person, also how they could understand our meaning on that.

Based on Gifreu's words (Cantos, 2018) in Communication Theory, human communication can be defined into several process by which social reality is produced, shared, preserved, controlled and transformed as follow :

(1) Communication is a *process* in which, as such, one can distinguish a beginning, a development and an end, although sometimes this episodic structure is not linear and has diffuse or discontinuous limits and may be difficult to delimit. From the explanation above communication is a process and it help people to separate which one is beginning and which one the end. The difficultness on the process is some times people do not know how to limit that process.

(2) It is also a *historical* process, that is to say, the characteristics of the communication processes can only be understood in the context in which they are registered because they are determined, evolve over time and within a specific society and culture. It shows that explanation above communication is historical process its mean that communication, are growing on each place with their local culture, and big possibility try to

understand the communication with different culture will be more difficult to understand.

(3) It is also a process that is necessarily *interactive*, whereas the communicative processes are only possible when it is put in relation to different social subjects who are able to act using their biological capacities such as speech, or using any other technological means, to establish an exchange between them. By the paragraph above it communication is necessary interactive like biological speech, or had conjunction with technology so they could share any kind information, mostly will be capable in local area where he or she came from.

(4) Communication is also, and especially, a *symbolic* process through which people interact using a set of signs that are structured in a discursive way to be transmitted and interpreted as a specific language. It describes communication not as always used verbal word but also use symbol, like example on prehistoric period we know anything about that time by symbol that they draw on the cave, and they also used sanskrit word cause on that time they used that word, but now only archeology knows that meaning.

(5) The communication process, as Gifreu very accurately defines, the social reality is *produced*, i.e. the historical set of norms and relational guidelines that make up the foundations on which any particular society and culture are the result and are determined by the communication processes. It implies on the sentence above communication produced the norm, how to socialize to each other, and make their own culture in each place.

(6) In that sense, too, the social reality is *shared*, because without the relational social processes it would not be possible to establish common links between different subjects and, therefore, to constitute aggregations of social subjects in the different forms of social grouping. From the sentence above communication are shared, means of the shared meaning are the communication could make the links between one and each other in different social grouping.

(7) In addition, communication processes allow social realities to be preserved and *controlled*, making it easier for promoting ideologies and value systems by the institutions that sustain them (politics, religion, etc.). It denotes that sentence communication can be controlled tools in

one or more institutions by set their ideology on the member mindset.

(8) Finally, the social realities are also *transformed* by communicative processes, as a part of the constant change inherent to the social dynamics itself, although it is complex and the outcome of multiple factors. It describes that communication can transformed by the process, cause it can change the social dynamics by so many factor, like how high their position, how smart there are, it could had different meaning in different social condition.

To sum up, communication is something that growing up following with new generation, each year in everytime. It also had so many characteristic, activity, and process to build the communication between each other. People also knew that there are so many way in communication that used by people around the world.

The Definition of Strategy

According to Andrews (Nickols, 2016) the definition of strategy are: Corporate strategy is the pattern of decisions in a company that determines and reveals its objectives, purposes, or goals, produces the principal policies and plans for achieving those goals, and defines the range of business the company is to pursue, the kind of economic and human organization it is or intends to be, and the nature of the economic and non-economic contribution it intends to make to its shareholders, employees, customers, and communities. It means corporate strategy is essential to an organization. It determines how the organization will operate, conducts itself, control and determine it's finance, involve human capital, physical capital, and technological capital. These help shape of the organization and how it conducts itself on the business world.

In another theory (Kuen, Rafik-galea, & Heng, 2017), states that strategy are : "Strategies which a language user employs in order to achieve his intended meaning and becoming aware of problems arising during the planning phase of an utterance due to (his own) linguistic shortcomings". It make short, strategies is how to used the language to get the meaning that he or she want to and see the shortcoming on the linguistic plan.

So, strategy are something that very important if people going to built or make sure about something in happen. It give us own way to reach it, even it will be hard but it is will be happen in the future based on what strategy will the writer use. Strategy not only used in business, but also use in tourism, teaching, and almost anything in our daily activities need the strategy to be happen.

Type of Strategy in Communication
According to Celce-Murcia et al's (1995) in Ekayati & Saniaty, 2018) there are five types of communication strategies:
a. Avoidance or reduction strategies They identified avoidance or reduction strategies into formal reduction strategies and functional reduction strategies. Formal reduction strategies on this part the learners avoiding the topic that had possibilities bring the learners into part of linguistics that the learners do not know the meaning of it, functional reduction strategies means the learner reduction the topic that she does not know exactly about the things or history on it.
b. Achievement or compensatory strategies it describes by (Putra, 2016) "In other word, with this strategy, the translator asked for interpreting such as, words, sentences, and phrases which can not be applied in the target language because of the element of culture from source language". It means that this strategy would try to interpret any kind of word, sentences, and phrases if it can not describe by the language that uses by the foreigner and in this case, are English cause of the culture from the local place the people work and describe in.
c. Stalling or time-gaining strategies it denotes (Dornyei in Sari, 2015) "This strategy uses fillers or hesitation device to fill pauses and to gain time to think, for example; well, now, uh, um,". In another word that stalking or time-gaining strategies let to the person who actually do not understand the topic that asked by the foreigners to think what he or she must to answer that question.
d. Self-monitoring strategies according Bell (Alsalamah, 2017) states "The self-motivating strategy has also been defined as a secondary strategy to utilize in order to prevent inappropriate behavior by training people to observe and record their behavior independently so they can decide if they are engaging in a target behavior at a particular time so that their academic, behavioral, and social skills are being developed" It means that strategies the person who still learning to guide watch and follow the senior guide and copying him and them improve it on their practice as a guide. So the new local guide could write what kind of activity they do. It could increase their self-control, and gain their self-confidence.
e. Interaction strategies cited from Kasper "both knowing and using the properties of discourse structure, and selecting and combining declarative linguistic and other knowledge in a goal-related and context adequate way" It means that important thing on this strategy is both of the people who built the communication are understand what the meaning of the topic they talking about, and also accept new experience or knowledge.

The Definition of Communication Strategy
According Hallahan (van Ruler, 2018) he describes that communication strategy is: "The emphasis is on the strategic application of communication and how an organization functions as a social actor to advance its mission. Whereas academic research on organizational communication broadly examines the various processes involved in how people interact in complex organizations, strategic communication focuses on how the organization itself presents and promotes itself through the intentional activities of its leaders, employees, and communication practitioners" In short, communication strategy is how the organization make it the communication strategy to interact itself to present and promoted what they did or what are the activities they did in social life.

Another theory (van Ruler, 2018) states "The strength of the approach (of strategic communication)is its emphasis on strategy rather than on specific tactics as well as its focus on communication understood holistically." It means that Thorson thinks that communication strategy is the strength approach that the writer do on a specific aspect, or target that we want to reach, it could help us to focus on our target as well.

Pursuant to Robbins (Novitha, 2017) defines "the strategy as determining the long-term goals of the organization and deciding the direction of action and getting the resources needed to achieve the goal." It means strategies are something to help us reach our goals. And it needs research also resources in every step.

To summarise, communication strategy is a plan we make it to become through on our communication with colleagues, friends, teamwork, etc. Communication strategies are important cause without them we could measure and separate where the topic we could discuss or not on the teamwork.

The Definition of Tourism
According to Hunziker (Teitler Regev, 2017) defined tourism as "the sum of the phenomena and relationships arising from the travel and stay of non-residents, insofar as they do not lead to permanent residence and are not connected with any earning activity." In other words, tourism is such activity each country had so that they are accepted any foreigners come to visit and had traveled on that country as well.

Based on Macintosh (D.P.U.T.Pathirana & Gnanapala, 2015) its simplified "tourism is the sum of the phenomena and relationship arising from the interaction of tourist, business suppliers, host governments and host communicates in the process of attracting and hosting these tourist and other visitors." It means that tourism not only about to travel but it creates a new way for business industry to come and built a new industry in that country and also increasing production here so that that industry could help people around and let them work there.

Depend to Wilkinson (Radzi et al., 2016) states that "Tourism is an activity that directly touches host communities and may cause positive and negative impacts on economic, social and cultural systems thus affecting community quality of life." It means tourism is included in the community, but there are had few positive and negative impacts for that place there is visit. On the positive side, the world will know the place and automatically the country will get much more income because other people from other country come to their place. Negative side the visitor will bring their culture to that place, and maybe the opposite with local culture.

From few descriptions from the expert above the writers take outline tourism as are activity the other people, communities, groups that they do in other places and it could be built a new relationship between the visitor and also their hometown with the place that they visit. Mostly, business, culture, and history on the relationship between each country. But, some bring positives side and negatives side, depending on the person that comes here and local person, going to follow or keep their own culture.

The Definition of Local Guide

According to Mancini in Conducting Tours (2001) "a guide is someone who takes people on sightseeing excursions of limited duration." It means that a local guide is someone who guides a visitor around in one place, like museum, monument, one of the natural objects and etc. So when the visitor wants to visit another location he or she had possibility can not describe that place, cause he or she just knows about their location.

Based on Collins (Damayanti, Gani, & Daud, 2018) has defined a guide as a person who shows other people the way; who leads others on a journey; and one who directs or serves as a model for others in his conduct or career. From a related perspective, a guide is someone who leads groups of visitors in a town or a museum giving information about the displays, the culture, the history or anything other information of interest. It means that local guides are someone who leads in guiding process in each

location and also become leading in the group visitor that asked to her to explain that interesting place he or she wants to come or visit.

Through (Ekici, 2003) in A needs assessment study on English language needs of the tour guidance students of the Faculty of Applied Sciences at Baskent University (2003) "Each skill in English which may be required by these guides has different values in terms of their usefulness in that specific field to enable guides to function more effectively in their workplace". It means local guide almost the same like a tour guide and he or she must be able to speak in another language and the most one is English, cause English is the international language, it could help if he or she bringing someone who only knows the specific language of them.

To sum up, a local guide is someone in the tourism business but he or she only works on the specific place and improves it in that place. He or she must be work on one location that they learn before, such as a museum, nature destination, and monument.

METHOD

This paper used the descriptive qualitative method, which is the technique of finding the necessary data and theory are through the library and internet research to get complete data. To write this paper, the method also writer used library research, such as: reading the references book and internet browsing for supporting data. According to Lincoln & Guba (Hays, 2016) in Introduction to Qualitative Research Methods: The Search for Meanings, 2nd ed cited. Qualitative research has been described as naturalistic. Descriptive Qualitative Method is something that the person did on research and thinks also act as the writer too position as a guide, if the person did teaching he or she must act and did like a real teacher, also if the person works as a guide, he or she must do practice as a real guide.

The procedure used in conducting this research: First, the writer is going to practice in a museum as a guide, to know the condition of the guide activity in the museum for one month. Second, the writer identifies a kind of communication used by a local guide. Then, the writer finds theories to further analyzed the findings in the museum. Last, the writer made a conclusion from the analysis and make a suggestion.

FINDINGS AND DISCUSSION

1. Strategy used in Guiding Foreign Tourist in Museum Kesejarahan Jakarta

After a series of data collecting (transcribing), the writer analyzed the data which had been in the form

of a transcribed conversation. Based on the data analysis, I found that all five main categories of communication strategies proposed by Celce Murcia et al are employed in the conversations. Although not all subcategories were found from the data, there is a major use of communication strategies applied by the speakers in conducting their conversation.

a.   Avoidance or reduction strategie

This strategy includes topic avoidance, message replacement, and message abandonment. Topic avoidance is a strategy in which the speakers avoid talking about a certain topic in the conversation. The reason of using this strategy is probably because of the lack of knowledge, idea, or vocabulary items about the topic area. The speakers might feel that it would be too difficult for them to talk about this certain topic as they would probably get stuck in the middle of the conversation due to their lack of linguistic competence in L2. Meanwhile, message replacements occur when speakers attend to avoid some words in conveying their message but they still stay on the same topic. It is different from topic avoidance where the speakers change the topic to others. Message abandonment occurs in the situation when the speakers give up continuing their sentences in the middle of their utterances due to their lack of competencies in speaking. It is a strategy in which the speaker has initiated to convey a message but gives up in the middle of the utterances due to the deficiency of linguistic Example :

> *The Senior Guide   : Ya, you did well, but there are a few words you must change because it will be hard to say, like "inaugurated" you could change with "it's officially open on" and so on. Now we let you to start guiding. But you still can not bring a visitor by your own. You must bring them in a couple.*
> *The Guide : Okey, Sir, but how long it will be taken bring in a couples? And why we must bring in a couple?*
> *The Senior Guide   : Because even you past the test, we know that you still nervous and not yet mastering the material of the building. And it will be taken about only this weeks, next week you could guide by your own.*
> *The Guide : Okay, Sir, we will do it, thank you.*

In this part, the writer tries to show and explain that the avoidance and reduction strategy is used when the local guide still can not explain the material of the building but it could be increased his experience also knowledge by grouping him with another guide so they can complete the given material of the building each other.

b.   The achievement or compensatory strategies

The speakers employ those strategies to compensate for the breakdowns in the middle of the conversation. Instead of abandoning the message or avoiding a certain topic of conversation because of their lack of linguistic skill, the speakers try to find a way to convey the messages they want to say. They keep the communicative goal by compensating through some strategies of communication.

Example: *"Yeah now, we are in the room where there are traditional headdresses used when between person got married, it's a bit difficult and you can see that is so heavy. But now on not too much between used that, it changes with the international wedding because of need a difficult and long process on this traditional wedding. Different from the international wedding, so easy process gown and makeup. But if you want to see that headdress maybe you will see it at the carnival."*

From that example, the writer tries to show and make the reader understand the achievement or compensatory strategies is something that can describe by the outline because the meaning of it can not be explained. All of the things are totally different and can not find it in the visitor culture, because they do not have same history and cultures that ways they are curious with that, even the local guide can not explain it perfectly same like their mother language.

c. Stalling or time-gaining strategies

Stalling or time gaining strategy is the strategy which the speakers employ to make use of the time while they are having difficulties in finding the correct term of L2 items or constructing a sentence that they want to say. When the speakers are faced with those kinds of difficulties, they tend to make certain sounds to fill in the gap between the utterances instead of just keep in silent. In this case, time is something to be made use of, not to be wasted. The use of this strategy is supposed to be the easiest way to avoid a long pause during the conversation which is the indication of a communication breakdown. Besides, the stalling and time gaining strategy is easy to employ in nature as it has been used continuously not only in foreign language conversations but in the native language as well. Therefore, preferring to use these strategies is more favorable. These strategies are commonly used by the local guide when the local guide forgot about the theory of the collection, or because the local guide feels very nervous when he or she guiding the foreign visitors. These strategies are used to give the local guide time to think about what he or she going to tell or explain if they forget about the theory. Mostly they use "*ummmm, well, now, uh, so and etc*" the function of it only to give a little time to the local guide to thinking what he or she going to explain. From that example, the writer tries to explain if there are so many ways and meaning of stalling or time-gaining strategy, such as when the local guide forgot the

material or when they try to have attention from the foreigner's visitor.

d.   Self-monitoring strategies

On this strategy the local guide trying to watch and follow the senior guide when the senior guide on his duty guiding the foreigner's visitor. It can provide a reference and benchmark to the local guide on how to guiding the foreign visitor. By doing it, it is possible for the local guide to follow the way senior guides are willing to face foreigners' visitors, and also their manners when guiding the foreigner's visitor. For example :

When the writer take a look at how the senior guide, bring the visitor

" *Ya, ladies and gentlemen now we are on the Cirebon room, there is Cirebon cannon (with smile and show, part per part of Cirebon cannon), yah the weight about 500 kg made from bronze and this is a wedding gift from Chinese princess Oung Thien to Sunan Gunung Jati, like the statue on the corner, he is one of person who brings the muslin religion there (with a smile and make sure that both of the visitors give attention with what he said)"*

From that example, the writer gives the explanation from the activity that the local guide did and also how they follow and finally get new knowledge from following the senior guide on the museum when they are on duty guiding the foreigner's visitor.

e.   Interaction strategies

This strategy mostly used by the local guide who curious and already had a lot of experience in guiding because on this strategy the local guide willing to share their experience, knowledge to the visitor. They are not worried about anything like vocabulary and so on, it is not because they are smart but they had a lot of experience on it and had a firm grasp on the material. They are very confident when they are with a foreign visitor. They will share new knowledge they get from the foreign visitor so that they are not only the one who explains but also people who receive the information from the foreign visitor. They just need to make the visitor feels like they are talking comfortably with friends, they are not talking informal language but also in informal language. Like this example:

"*Well, guys, before we start our tour, I do like to introduce myself, I am ..... and I am on my internship period on this museum, okay, before if I hope that you all will feel like I am your friends. So we are will feel comfortable talk to each other, and if you had any questions you could directly ask me. Or correct me if I am wrong, I do not want to be arrogant so be sure if you know something or curious we could share any information on our tour".*

On that, the writer could say in this strategie local guide only need our confidence and they will give us feedback. It is like we did not include the strategy but in fact, it is good strategy communication.

1. Problem Faced   by the local guide When Guiding Tourist

Based on observation and activities carried out by the writer in Museum Kesejarahan Jakarta, there are many problems faced when the guide guiding the visitor, especially foreign visitors. Services for the local visitor are difficult enough and foreign visitors are difficult. They had various language accents and few are difficult to understand. There is an explanation from the writer about few problems face by the local guide when they are on their duties bring the foreigners visitor.

In Museum Kesejarahan Jakarta or people usually called it Meseum Fatahillah, most of the collection is from the Dutch colonialism era. That museum looks old because most of the building there was built by the Dutch. The architecture of the building also same as Paleis Amsterdam. The guide must to know if there are so many difficulties between them. As a guide, the writer also find so many different cultures and must solve it by himself, such us when the writer on the Stadhius room and explain about Willem Frederik Prins van Oranje-Nassau or usually call Willem van Oranje on the Dutch history he is the first king of Netherlands but on the England person perspective he is just a prince because he got married with one of high rank princess. Also mostly people said that his name is William van Orange (with English accent), but when the writer gliding the Dutch foreigners they will say "his name is Willem van Oranye". Those are just a little bit different culture problem face by the writer as the guide.

2. Limited Vocabulary

On this problem is the reason why the student on vocational high school on their internship do not try guiding foreign visitor. They have a limited vocabulary, and they do not want to learn to gain much more vocabulary. The writer also has limited vocabulary and also when the writer asking the senior guide, how their first time guiding foreigners they will give the same answer. After that had more experience they will have more vocabulary by themselves.

3.   Shy

The writer feels this feeling when she first time guiding, even it only feeling but it is very difficult when guiding will bring the feeling. When the guide feels shy it automatically make the guide feel nervous and it could make the guide forgot about the thing that they must explain or speechless. Maybe the

foreigners will understand but if the local guide can not gain our confidence they will be tired and finally less interested in the topic or the things they are curious about before. Shy could make we did the weird gesture on it own and they will ask what happen to us.

4. Difficult Accent

This term will find if local guide guiding especially Asian foreigners. The writer saw and had a lot of stories also experience how difficult it to understand a few visitor languages. In this case, most of them who had difficult accents are from India, China, Japan. From India, India had their English accent because of past India had colonialism by the English and British India, but yet, the writer know even they are under colonialism by the English and British before they still have local mother tongue, and it makes them a bit hard to speak without an accent, and other cause India had the alphabetical system and had 22 national languages include English. Only people who work in art, culture, and politics can speak English because it gives them so many benefits for their job. So when meeting someone who does not work in that section, it will be very hard to understand the meaning of their word because of their thick accent. China is one of the countries with difficulty pronunciation on English, it is not only because of the person intonation, it almost same because China had their own alphabetical and its so different from alphabetical in Indonesia or the world. they will ask what happen to us.

5. Too Attached to the Modules Being Taught

The writers found that many new other guides in museum kesejarahan still too attached to the modules being taught when they accompany foreign visitors. They still used the paper or material being taught by the senior guide on there.it caused because they are too lazy to find other literature, but if they find the tourist who knows much more things than them and keeping their argument about the history of it, it will make them on a big problem. As the visitor tells the senior guide or head office on the museum. The guide will have bad reputation if they did. Also, the museum will feel the same things because one of the guides tells the wrong information or arguing with the visitors.

CONCLUSION

After analyses and discussion have been discussed in chapter previously, so the conclusion will be discussed in these parts.

The writer has described each category and provided several samples of the strategies which are taken from four conversations I have recorded. There are 5 kinds of communication strategies used by the speakers that can be found from those conversations. Meanwhile, the kinds of communication strategies used by the speakers vary widely. From the analysis of four recorded conversations done by a total of 15 speakers, the writer found out that almost all strategies proposed by Celce Murcia et al (1995) were employed by the speakers in their conversation in order to compensate for communication breakdowns. There are the communication strategy used by local guide avoidance or reduction strategies, achievement or compensatory strategies, stalling or time-gaining strategies, self-monitoring strategies, and interaction strategies.

Problems faced by the local guide are different cultures, limited vocabulary, shyness, difficult accent, and too attached to the modules being thought. It looks very difficult and hard to solve, but the writer did it all without any complaint, just make sure when the senior guide teaches, try and improve it. All problems are had their problem solving, depending on the writer could use it or not.

However, after conducting this research, the writer agrees that a real conversation does not always go as smoothly as we think. Several problems occur during communication. This research has proven that the use of communication strategies is very essential for the speakers. There are, in fact, communication strategies that have been applied by the tour guides and the tourists although they do not know about the theory behind it. In conclusion, the mastery of communication strategy, therefore, is really necessary for the English speakers and learners to cope with those difficulties.

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