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THE ENGLISH TERMS USED IN HOTELS AND TOURISM PLACES AND THEIR CORRESPONDENCES IN INDONESIAN

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Abstract

The research motivation is to find out proper Indonesian terms used for hotel and tourism facilities, and the objectives are to find out the correspondences of the English terms used in hotels and tourism places in Bandung, West Java Indonesia, and the strategies used by foreign tourists in understanding the Indonesian terms used in those places. The research Methodology used were observation, interview and questionnaire. My research Findings are as follows: -some of the English terms used in hotels and tourism places have their correspondences in Indonesian, and some of the English terms do not have their correspondences in Indonesian, - some foreign tourists used a dictionary in understanding the Indonesian terms used in hotels and tourism places, -some of them directly asked questions to Indonesian people they met and some just guessed the meaning of the terms. In conclusion, there are some English terms which have correspondences in Indonesian, but some do not have correspondences in Indonesian, and searching for meaning, asking directly to the people they met and guessing the meaning were the strategies used by the international used to understand the Indonesian terms used at hotels and

tourism places in Indonesia. The research outcomes are firstly, recommendation for English language training for hotel and tourism place staff to reduce cultural and language misunderstanding, and secondly, creating and applying proper Indonesian terms or correspondences for English terms at hotels or tourism places in Indonesia. For academicians, similar research to this should be further enhanced for the benefits of linguistics development; hence, investigating further research in similar subject should be administered. The future scopes of this research are to introduce and overcome cultural awareness and language barriers for the hotels and tourism developers.

Keywords

Cultural, Language, Awareness, Developing, Educating, Knowledge

1. Introduction

English terms frequently used in starred hotels in Indonesia are hardly easy to find their correspondences in Indonesian language, therefore certain domestic guests find them difficult to understand the English terms used in hotel facilities such as written in kitchen area, restaurant, rooms, reception, and business transaction. However, further misunderstandings may be avoided by asking the hotels staffs. The English terms are globally used in international hotels and their correspondences are locally used in according to each country. On the other hands, foreign tourists coming to Indonesia find it difficult to understand some Indonesian terms used at tourism places in Indonesia. In some places, Indonesian terms are used for example “*kamar kecil*” for toilet, therefore, some tourists can not easily find the toilet they are looking for. However, the English terms such as water closet (W.C). Or Toilet is written in some tourism places. For this reason, the research was to: 1. Find out English terms and their correspondences in Indonesian, 2. Find out the English terms, which do not have correspondences in Indonesian, 3. Investigate how international tourists overcome problems on understanding the Indonesian terms used at hotels and tourism places.

Some theories and concepts used as references in this research are as follows

Table 1.1: *Theories and concepts used*

Name of Authors	Content Description
Bassnett, and Mc. Guire, S.1980 Basnet,1996	Discusses translation theory.
Bell,1991	Describes some roles of communicators, and translators.
Hornby, 1996	Defines correspondence.
Indonesian language centre department, 2007	Discusses rules on translating and making correspondences.
Manfredi, 2008	Defines and describes translation as in : (1) the process of translating, other text meaning in other language.
Lusiana, 2014	Describes hotel history.
Sugiono et all, 2013	Compares English terms with Indonesian language.
Shuttleworth and Cowie,1997	Talk about translation as process and product.

2. Literature Reviews

2.1 A brief history of hotels

Here is a brief history about hotel quoted and translated from some websites (Lusiana, 2014) describing hotel history. It is mentioned that since in Rome time some houses had been built for lodging purposes called mansions, located along the main streets rent for tourists. Mansion means flat or apartment. The distance between one mansion to the others were mostly so far away. The more people travelled in the past for business, pilgrim or military purposes, the more mansions built along the world trade and old cities such as the Palestine, Baghdad, Mecca, Cordoba, Rome and Constantine. The modern hotel development started in 18th century in big cities in Europe and America. As an example, Covent Garden Hotel built nearby Westminster cinema in London in 1774, having complete facility besides having enough number of rooms. Twenty years later in 1794 in New York America was built city hotel with 170 rooms. In 19th century modern hotels were built in London, Paris, New York, Boston, San Francisco and other cities. Modern facilities such as telephone and TV were also provided.

In Indonesia, tourism world was known before world war 1st, but the number of tourists was limited to thousands. In the era of Dutch colonial some hotels were built such as:

Des Indes Hotel, Der Nederlanden Hotel, Royal and Rijswijk Hotels, in Jakarta, Sarkies Oranje, hotels in Surabaya, Du Pavillion hotel, in Semarang, Palace Hotel, in Malang, Slier Hotel, in Solo, Grand Hotel in Yogyakarta, Savoy Homann, Preanger and Pension Van Hangel hotel (at present Panghegar hotel), in Bandung.

2.2 Translation, Interpretation and Correspondences Strategies

The studies on translation, interpretation and correspondences are interesting to talk about, here are some of them that I choose as supporting theories for this research. A translation is a study of language” (Mc.Guire, 1980). Assuming that “all communicators are translators (Bell, 1991). I agree to a certain extent that communicators play a role as translators to be understood by others, but the precise translation is almost impossible as Basnet (1996) mentions that texts are interrelated to other systems as translations of other translations. On the other hand, all texts should be genuine without losing their identity when their correspondences are invented. Manfredi (2008) defines translation as in : (1) the process of translating words or text from one language into another, (2) the written or spoken rendering of a word, speech, book or other text meaning in other language. In addition Shuttworth and Cowie (1997) explain that one may talk of translation as a process or a product such as literary translation, technical, subtitling and machine translation, more typically it just refers to the written text transfer, further it is said that sometimes interpreting is also included. As known that the difference between interpretation and translation lies on the way they are delivered, for an interpreter expresses orally, while a translator translates written text. The study of translations has long track of history, and a translator needs to possess native language of his/her own. On the other hand, an interpreter can just interpret using his /her understanding of the language being spoken. Meanwhile the definition of correspondence, as the focus of attention of this research, is “agreement or similarity” (Hornby, 1996). From all of these, we notice that to understand foreign terms as this research is talking about, we must bear in mind the differences between translation, interpretation and correspondences to begin with. However, I think those three translation, interpretation and correspondences are interrelated and influencing in determining the meaning of foreign languages or terms in Indonesian language. Here are some strategies used in Indonesia to understand foreign terms. There are two kinds of strategy used in translating foreign terms into Indonesian as described by the language center of national education department (2007), 1.a direct translation which translate terms based on the meaning compatibility but the form is

different, for example: Supermarket = *PasarSwalayan*, Merger = *Gabungan usaha*. The meaning can also be based on the English form as in Skyscraper = *Pencakarlangit*, Bonded zone = *Kawasanberikat*. 2. In a way of absorbing the foreign terms based on the spelling and pronunciation, for example: Camera = *Kamera*, Microphone = *Mikrofon*. 3. By adapting the spelling without pronunciation adjustment as in: design-*desain*, science-*sains*, 4. Without spelling adjustment, but pronunciation is adjusted as in: Bias-*bias*, Nasal-*nasal*. 5. Absorbing foreign terms without spelling and pronunciation adjustment, but the terms are written in italic as in : *Allegro*, *Moderato*, *Devide et impera*. 6. Absorbing foreign terms without spelling and pronunciation adjustment, but used in general vocabulary, the terms are not written in Italic, as in : Golf-golf, Internet-internet. Other factors to consider are that foreign terms influence Indonesian language in four ways: 1. Adoption: the whole form and meanings are used, as in supermarket, plaza, and mall. 2. Adaptation: the meaning and the form are adapted into Indonesian language as in Pluralization that becomes *plurarisasi*. 3. Correspondences: the English language terms concept is used to form correspondences in Indonesian as in : Try out-*ujicoba*. 4. User creation based on translation, but the form is different as in : Spare parts = Sukucadang.

3. Research Issues

The objectives are: to find out the correspondences of the English terms used in hotels and tourism places in Bandung, West Java Indonesia, and investigate the strategies used by foreign tourists in understanding the Indonesian terms used in those places. The limitation of this research is as follows: to find out only English terms used at tourism and hotels in Bandung Indonesia. English Structure or grammar is not the focus of attention of this research. The research Methodology used are observation, interview and questionnaire.

4. Findings and Discussion

4.1 Findings

4.1.1 English terms and their correspondences in Indonesian

Here are some English terms and their correspondences in Indonesian found in some hotels and tourism places in Indonesia.

Table 4.1 *English terms and their correspondences*

English Terms	Correspondences in Indonesian
Adjoining room	<i>Kamar yang berdampingan</i>
Amenities	Fasilitas
Arrive	<i>Sampai/tiba</i>
Art gallery	<i>Galeri kesenian</i>
Baggage	<i>Koper</i>
Bed and Breakfast	<i>Penginapan dengan sarapan pagi</i>
Bellboy	<i>Pelayan yang membawa koper</i>
Book	<i>Buku</i>
Booked	Dipesan
Check in	<i>Masuk kamar</i>
Check out	<i>Keluar kamar</i>
Complimentary breakfast	<i>Sarapan gratis</i>
Coffee shop	<i>Warung Kopi</i>
Double room	<i>Ruangan dobel</i>
Close	<i>Tutup</i>
Conveniences	<i>Kenyamanan</i>
Custom	<i>Kebiasaan</i>
Customary	Tradisi
Cot/Rollaway bed	<i>Tempat tidur lipat</i>
Damage charge	<i>Biaya kerusakan</i>
Deposit	<i>Menyimpan,</i>
Double bed	<i>Duakasur/ kasur dobel</i>
Dangerous	<i>Berbahaya</i>
Depart	<i>Berangkat</i>
En route	<i>Dalam perjalanan</i>
Elevator	<i>Tangga berjalan</i>
Extra bed	<i>Tempat tidur tambahan</i>
Exhibition	<i>Pameran</i>

Front desk/ reception	<i>Meja Penerima tamu</i>
Floor	<i>Lantai</i>
Fascinating	<i>Menarik</i>
Grocery store/supermarket	<i>Tokogrosir</i>
Guest	<i>Tamu</i>
Housekeeping/ maid	<i>Pengelola rumahtangga</i>
Indoor pool	<i>Kolam dalam ruangan</i>
Inn	<i>Penginapan</i>
Jacuzzi, hot tub, whirl pool	<i>Tempat pemandian air panas</i>
King-size bed	<i>Tempat tidur berukuran besar</i>
Kitchenette	<i>Dapur kecil</i>
Late charge	<i>Biaya terlambat</i>
Lobby	<i>Ruang tunggu</i>
Luggage cart	<i>Keretakoper</i>
Noisy	<i>Berisik</i>
Map	<i>Peta</i>
Necessities	<i>Kebutuhan</i>
Permit	<i>izin</i>
Money exchange	<i>Penukaran uang</i>
Morning call	<i>Teleponpagi,</i>
Newsstand	<i>Kios Koran</i>
Recommend	<i>Menyarankan, merekomendasikan</i>
Relax	<i>Santai</i>
Request	<i>Permintaan</i>
Restaurant district	<i>Daerah tempat makan</i>
Safe	<i>Aman</i>
Shopping district	<i>Daerah perbelanjaan</i>
Show someone around	<i>Berkeliling untuk melihat-lihat</i>
surroundings	<i>Lingkungan</i>

Voucher	<i>Bon</i>
Parking pass	<i>Palang parkir</i>
Pillow case	<i>Sarung bantal</i>
Queen size bed	<i>Tempat tidur ukuran ratu</i>
Reservation	<i>Pemesanan</i>
Room service	<i>Ruang layanan</i>
Sauna	<i>Mandiuap</i>
Towels	<i>Handuk</i>
Vacancy	<i>Liburan</i>
View	<i>Pemandangan</i>
Wake up call	<i>Telepon bangun tidur</i>
window	<i>Jendela</i>
Weight room /workout room/ gym	<i>Ruangolahraga</i>
Reservation	<i>Pemesanan</i>
Restaurant	<i>RumahMakan</i>
Room maid	<i>Pelayanbersih-bersihkamar</i>
Room service	<i>Pelayanan kamar</i>
Service charge	<i>Biayalayanan</i>
Tax	<i>Pajak</i>
Tip	<i>Uang tambahan untuk pelayan</i>
Twin room	<i>Duaruangan</i>
Youth hostel	<i>Asrama pemuda.</i>

4.1.2 English terms which do not have correspondences in Indonesian

Table 4.2

English Terms	Terms In Indonesian
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Brochures	<i>Brosur</i>
Burger	<i>Burger</i>
Barbeque	<i>Barbekyu</i>
Bar	<i>Bar</i>
Bath tablet	<i>Tablet Mandi</i>
Block	<i>Blok</i>
Blazer	<i>Blazer</i>
Café	<i>Kafe</i>
Cabaret	<i>Cabaret</i>
Closet	<i>kloset</i>
BaggageTag	<i>Label Bagasi</i>
Cafeteria	<i>kafetaria</i>
Cake	<i>Kek</i>
Calculator	<i>Kalkulator</i>
Canvas	<i>Kanvas</i>
Cardigan	<i>Kardigan</i>
Cashier	<i>Kasir</i>
Bank	<i>Bang</i>
Casino	<i>Kasino</i>
Caviar	<i>Kaviar</i>
Cheque	<i>Cek</i>
Chef	<i>Sef</i>
Chocolate	<i>Cokelat</i>

Coffee	<i>Kopi</i>
Condominium	<i>Kondominium</i>
Credit	<i>Kredit</i>
Corridor	<i>Koridor</i>
Curry	<i>Kari</i>
Cursor	<i>kursor</i>
Computer	<i>Komputer</i>
Digital	<i>Digital</i>
Escalator	<i>Eskalator</i>
Festival	<i>festival</i>
Gas =	<i>Gas</i>
Hotel	<i>Hotel</i>
Hostel	<i>Hostel/Losmen</i>
Juice	<i>Jus</i>
Hotel manager	<i>Manajer hotel</i>
Information desk	<i>Meja informasi</i>
Ice machine	<i>Mesin es</i>
Maximum	<i>Maksimum</i>
Lobby	lobi,
Linen	<i>Linen</i>
Lift	Lif
Lipstick	<i>Lipstik</i>
Legend	<i>Legenda</i>

Local	<i>Lokal</i>
Monument	<i>Monumen</i>
Lemon	<i>Lemon</i>
Macaroni	<i>Makaroni</i>
Museum	<i>Museum</i>
Motel	<i>Motel</i>
Omelette	<i>Omelet</i>
Oven	<i>Oven</i>
<i>Rate</i>	<i>Tarif</i>
Room number	<i>Nomorkamar</i>
Sofa	Sofa
<i>Suit</i>	<i>Suit</i>
Soda	Soda
Single room	<i>Kamar single</i>
Tissue	<i>Tisu</i>
Single	<i>Singel</i>
machine	<i>Mesin</i>
Telegram	Telegram
Teller	Teler
Yogurt	Yogurt

4.1.3. How International tourists overcome problems on understanding the Indonesian terms used at hotels and tourism places.

Based on my observation, questionnaire and interview some international tourists used the following strategies when faced with problems understanding the Indonesian terms they found

in hotels or tourism places:

1. Searched in a pocket dictionary or google search. When found difficulties understanding the Indonesian terms where nobody was around, they searched the meaning in a pocket dictionary or they searched in google.
2. Asked directly people they met nearby. Most of the respondents asked directly the people around the intended meaning. Eventhough some of them found it difficult to find the right person understanding English.
3. Guessing the meaning. Almost all of the tourists guessed the meaning, for they did not have a pocket dictionary with them, and they did not want to ask anybody, only in an emergency situations like asking for a direction.

4.2 Discussion

Based on my observation, there are some English terms used in hotels in Indonesia are not translated into Indonesian language, this is due to the commonality. However, many of the English terms are translated or made correspondences in Indonesian language is understood by everybody. The reason some English terms are mostly used in hotels and tourism places in Indonesia because they do not have their correspondences in Indonesian language, or they are considered common in public usages. To argue this, maybe Indonesian people feel comfortable using the English terms and get used to using them instead of finding their correspondences in Indonesian language. This is shameful because creativity in finding correspondences or new terms/words in Indonesian language is not developed. Cultural background of Indonesian people seems to dominate ways of thinking, behaving and even communicating whereby language is involved. If we are back to history, Indonesia was occupied by the Dutch for 3 and half centuries and by the Japanese for 3 and half years, we had our independence day in 1945. Resulting for this, culture, and language are still very much influenced. Other cultures such as from Arab in which the majority of Indonesian people are Moslems, still has an influence on Indonesian language. European language such as English, Spain, French and Italy besides Dutch give contribution to the development of Indonesian language. A little example, Toilet or Water Closet/ W.C. this term is commonly used in any buildings in Indonesia instead of *Kamar Kecil* for its correspondence in Indonesian language.

5. Conclusion

To conclude, the data observed from some foreign tourists coming to some tourism places such as *Ciater, Maribaya, Tangkuban Perahu*, some city Gardens and Hotels such as Enhaii hotel, Banana Inn, Holiday Inn, Fave Hotel in Bandung, Indonesia, it was found out that some of the English terms have their correspondences in Indonesian language, some do not. Searching for meaning, asking directly to the people they met and guessing the meaning were the strategies used by the international tourists to understand the Indonesian terms found at hotels and tourism places in Indonesia. Some limitations of this research lie on finding the English terms only which are limited in usage, and research time limitation. The research outcomes are firstly, recommendation for English language training for hotel and tourism place staff to reduce cultural and language misunderstanding, and secondly, creating and applying proper Indonesian terms or correspondences for English terms at hotels or tourism places in Indonesia. For academicians, similar research to this should be further enhanced for the benefits of linguistics development, hence, investigating further research in similar subject should be administered. The future scopes of this research are to introduce and overcome cultural awareness and language barriers for the hotels and tourism developers.

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