

INDONESIAN FLIGHT ATTENDANTS' PERCEPTIONS OF DIALECT VARIETIES

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ABSTRACT

This research was aimed to examine flight attendants' perceptions of dialect varieties in Indonesia. The researchers concerned in flight attendants' perceptions of various dialects used by partners, as well as passengers' attitudes toward the flight attendants' dialect. This research was conducted by using qualitative method. The participants were 2 flight attendants which have different background cultures yet work in one aviation. In this research, direct quotations were presented unaltered. Each direct quotation is followed by a descriptive abbreviation noting the source of the quotation. The participants answered some questions that was given. Interviews were conducted using Whatsapp application because it was impossible to do face-to-face interviews with the participants in COVID-19 pandemic. Each interview took 30 to 40 minutes. Interviews were taped with a voice note feature on Whatsapp. The results revealed that each flight attendant saw the dialect variations in partners as an interesting thing to respect as long as the partner communicated well and politely, the passenger understood and got the point. In terms of the passengers' reactions to the flight attendants' dialect, there were positive and negative from the passengers.

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INTRODUCTION

The global spread of English has resulted in the emergence of numerous dialects of the language, as well as increased opportunities for speakers to interact with those speaking other dialects (Jenkins 2009; Schneider 2014). This current phenomena represents the modern reality of globalisation, in which the use of English has been more widespread than ever in the widening circle, overcoming its former "standard based status" (Jenkins 2009:200).

Language is one of the tools used for human communication. People would be unable to communicate with one another if language did not exist. Aside from that, people need language in order to interact, look for, and offer benefit information to others. In literary works, both spoken and written, people use vocabulary in a number of ways. Additionally, speech can be evaluated in terms of both internal and external characteristics. Language is an internal language structure that addresses phonology, morphology, semantics, and syntax. This position is only investigated through a theoretical and linguistic discipline approach. However, when it comes to the external one, it not only discusses those two aspects, but it is also influenced by other fields such as psychology, sociology, and anthropology.

Language variety refers to the use of various languages depending on the speaker. Language speakers have variables that may affect the occurrence of language

differences, such as social class, person and cultural considerations. When it comes to language and social variables, there are two sides of the coin that must often be considered: the speaker's personality and social status, age, gender, schooling, profession, race, and other factors on the one side, and communicative behaviour, especially linguistic behavior (linguistic on the other hand, there is behavior. A speaker is aware of the vocabulary or language variations that may be used to demonstrate his experience and social status, or his interaction with listeners or other group members. To use his phrase, Hymes "Who" who speaks this language to whom and "Why?" (Who uses or speaks what combination of languages to whom and why?).

In this research the researchers want to examine the varieties of language, especially English, on the perception of Flight Attendant which was dialect in Indonesian. Flight Attendants are staff / employees of an Air transportation company who are in charge of serving passengers. Their main task is to maintain safety and provide passenger comfort during the flight.

The Flight Attendant profession is a profession that when screening its staff, the company takes it from various regions in Indonesia with different cultures so that there are varieties of languages, especially dialect in the pronunciation of English sentences. Here the researchers want to discuss more about this in this research.

Flight Attendant

The flight attendants, who are responsible for serves customers and passengers in the flight, may also generally be interpreted as stewardess in Indonesian, they are aircraft cabin crews. flight attendants are part of the work of airline staff (Murphy, 2001). Flight Attendant is an officer working with the aircraft to ensure passenger safety and comfort before and during the flight. So in a conclusion, a steward/stewardess is another term. Flight attendants are more common because it is global, given that flights are made to international countries compared to flight attendants / stewards (Ferguson and Ayuttacorn, 2019).

Flight attendants are primarily responsible for the safety and well-being of the passengers on board and should be well-versed in safety protocols in order to manage emergency situations such as aircraft evacuation. Every flight that the flight attendants takes includes a pre-flight briefing that includes specific/one assignment delegation, information sharing about the flight, destination, customs, and immigration, and so on. At this point, safety checklists may also be checked. Once aboard the airplane, the flight attendants will confirm that all safety equipment is operational and will prepare for passenger boarding. Being a flight attendant member also entails providing exceptional service to guests.

Some airlines divide their cabin crew into domestic and international crews, while others require them to operate both routes. In any case, anticipate irregular hours and duration. Cabin crew who work on international flights may be gone for up to two weeks at a time, but those who work on domestic flights will most usually make turn-arounds and return to base the same day, or they may work on flights that take them away for up to five days. Again, this varies per airline.

Language Varieties

A language variety, also known as a lect in sociolinguistics, is a subdivision of a language or language cluster. It is a catch-all phrase for any distinguishing feature of a language or linguistic expression. Languages, dialects, registers, styles, or other forms of language, as well as a standard variety, may be included. The term "variety" is used to refer to the many forms instead of the term's language, which many people identify solely with the standard language, and dialect, which is typically linked with non-standard variations, which are regarded to be less prestigious or "proper" than the standard. Linguists distinguish between standard and non-standard varieties.

There are many internal variations in all languages. This means that in a number of varieties each language exists. Wardhaugh (1986: 22) defined language varieties as "specific linguistic objects" or "human speech patterns (sounds, words, grammar characteristics) which might be linked to external (geographic or social group) factors. A particular language can be seen as a variety of human languages. A variety of language can be a national language, but can also be geographical or a social dialect, such as register, styles and speech levels, etc. The range of language varieties available to the speaker is a repertoire of speech (John and Plat, 1975: 33).

The concept of domain is important in the discussion of speech varieties, because it indicates the type of situation in which a certain speech variety is used. A domain is also called a social situation in the most appropriate or typical place and at the time societally defined as appropriate for the relations between the two, as implementation of the rights and responsibilities of a particular role relationship (John and Plat, 1975: 36). The fields may include homes, schools, jobs, mosques and so on). Terms such as language, standard language, dialect, style, language level, registration, and pidgin are called language varieties. Fishman states in this connection that the sound systems, words, grammar and significance of each language variety can be identified (Fishman, 1972:5).

Sociolinguistic research reveals a lot about language varieties. Linguists describe language varieties as "the use of language that is impacted by numerous elements such as region (dialect), ideology (idiolect), social status, and so on." Jendra (2010: 28) considers the following hypotheses concerning linguistic varieties. He claims that, in contrast to formal linguists, sociolinguists' research is founded on the belief that language is diverse. Several perspectives have been used to examine and classify the linguistic variations. They may, for example, be categorised based on the language's users. According to this, the varieties may be further classified into two types: individual and societal language varieties. Sociolinguists have further categorised social variants based on a variety of factors, such as the place where the language is spoken and the time period in which it is spoken. Language varieties are classed in terms of usage based on multiple factors such as how they are employed, formality, stratification, and the numerous professional domains with which the lexicon of the language is typically linked. Language is classified into spoken and written varieties based on how it is utilized. There are formal and informal language varieties based on formality. Language may be classified into three types based on the socioeconomic stratification of the culture in which it is spoken: high, middle, and low. Language is divided into man and woman language varieties based on gender. There are numerous ethnic varieties of

language with regards to the ethnics who use it. There might be as many language varieties as there are sectors with which the lexicon of the language is generally related, such as business variety, medical variety, military variety, and so on. Finally, there is what might be referred to as the secret language variety.

Language and Dialect

Dialectology, clearly, is the study of dialects and dialects. But what precisely is a dialect? In common parlance, a dialect is a low-status, frequently rustic style of language associated with the peasants, the working class, or other low-status people. Dialect is also a word that is frequently used to describe types of language that do not have a written form, particularly those spoken in more remote corners of the world. Dialects are also frequently seen as some type of (often erroneous) divergence from a norm as aberrations of a correct or standard form of language. Chambers (1980: 3). Most speakers can give a name to anything they are saying. Some of these names may look weird to individuals with a scientific interest in languages on occasion, but it is important to realize that human naming practices frequently have a major 'unscientific' component to them. Names are given not just by geography, as one might imagine, but also by caste, religion, village, and so on. Furthermore, they might alter from census to census as the country's political and social situation shifts.

According to Haugen (1966), language and dialect are ambiguous terms. Ordinary people use these phrases freely in conversation; to them, a dialect is almost definitely nothing more than a local, non-prestigious (and so impotent) variation of a true language. Scholars, on the other hand, may have a tough time choosing if one phrase should be used over another in a given context. According to Haugen, dialect is used for both local forms of English, such as Yorkshire dialect, and numerous types of informal, lower class, or rural speech. In general, it is unclear whether such dialects are considered part of the "language" or not. In fact, the dialect is frequently regarded to exist outside of the language.

The composition of dialects is every language. At least two dialects include banjarese: the Banjar Hulu dialect and Banjar Kuala. While one dialect cannot be said to be better than another, it is supposed that one of the dialects is considered a prestigious one. Banjar Kuala is thought to be the prestigious dialect. It is based on the fact that a speaker from Banjar Hulu's dialect is ashamed of his dialect in Banjar Kuala's environment. In addition, Banjar Kuala speakers often laugh at the people who speak the dialect in Banjar Hulu.

It is the dialect used for literature or for printed documents; it is taught at schools, used by the army, and spoken through the mass media. This prestigious dialect is often referred to as "this one used by political leaders and high socioeconomic class" When a dialect is considered to be a precious one, it is often seen as a dominant dialect. The standard dialect is often referred to as this kind of dialect. The most dominant dialect of the English-speaking community is London (Fromkin and Rodman, 1978: 258).

There must be a standard dialect in a speaking community which we call, namely the dialect which many speakers of the speech community use. In Indonesia, Bahasa Indonesia Baku is recognized by us. British English-speaking communities in

England determine what they are calling Received Pronunciation (RP). English American speaking communities in States Sates introduce what we know as Standard American English (SAE). A non-native speaker dialect is a standard one.

Language can be divided again into geographical, social, age, gender, belief, ethnic dialects, race dialects (Poedjosoedarma, 1975). Geographical or regional dialects are generally speaking varieties in a specific local region (Pratt, 1977). "Geographical or regional variation in the way we speak a language is probably one of the most noticeable ways in which we observe variety in a language," (Wardhaugh, 1986). We can almost certainly note differences in pronunciation, choices, forms of words and syntax when we are traveling through an extensive geographical area where a language has been spoken and especially if this language has been spoken in that field for many centuries. In the language we see when you move from one place to another, there can even be very distinctive local colours. These distinctive varieties are commonly referred to as regional or geographical language dialects."

These develop as the use of groups that are separated by some geographical boundary develops different standards. This is usually in vocabulary (Troike and Blackwell, 2003: 82-83). While socio-elects are language variants that signal the status of society and education (Pratt, 1973). Trudgill has an idea that there are two dialects in Language: regional (geographical) and social dialects. The first refers to one that depends on the area of the speakers. For instance, we knew the dialects of Banjar Hulu and Banjar Kuala in Banjarese Language; for example, we knew the dialects of the Surabaya Javanese, Yogyakarta, Banyumas, and others in Javanese. Social dialect refers to the dialect formed by high, middle and lower social classes in the social level.

METHODS

Participants

The participants were 2 flight attendants which have different cultural background yet work invitation. The participants demonstrated relatively good proficiency in English since English is one of the unwritten requirements to be a flight attendant. These 2 flight attendants indicated that they had travelled outside of Indonesia for short-term education or working. The flight attendants who are interested in participating in this research were asked to volunteer and if at any time they feel that this research was against the rules and they feel less pleased, they can resign. Participant data can be seen in Table 1.

Table 1. Participant Data

Participant	Gender	Age	Flying Experience	Domicile
KadekDwiNovianti	Female	22	3 years	Bali
Abdul Waris	Male	26	8 years	Palu (West Sulawesi)

In this research, direct quotations were presented unaltered. Each direct quotation is followed by a descriptive abbreviation noting the source of the quotation. For example, an abbreviation in the form of "P1-F" means the following:

- “P” = Participant (Source of the quotation)
“1” = Index number of the source
“F” = Female (the participants’ gender)

Instruments and Procedure

The participants answered some questions given. Interviews were conducted using Whatsapp application because it was impossible to do face-to-face interviews with the participants in COVID-19 pandemic. Each interview took 30 to 40 minutes. Interviews were taped with a voice note feature on Whatsapp.

Before conducting the interview, the researcher explained the research objectives to the participants. Participants involved expressed their availability to take part in a series of interviews to share experiences related their perceptions of dialect varieties in Indonesia.

The researchers sought to answer the following questions:

1. What are the flight attendants’ perceptions regarding the different dialect used by partner?
2. How are the passengers’ attitude on the flight attendant’s’ dialect?

FINDINGS

In mid-April, the data collection process took place. Dure interviews outlined to the participants the objectives of the interviews and fixed deadlines for the interviews. Interviews have been performed with Whatsapp because face-to-face interviews with the participant in this pandemic were unlikely. It took 30-40 minutes for each interview.

The researchers outlined the research goals to the participants before performing the interview. Affected participants shared their readiness to participate in a series of online learning interviews during the COVID-19 pandemic.

There were interviews in Indonesian to ensure that the findings of the interviews were translated into English. The responses of the participants to the questions posed during the interviews were examined and measured using the following models.

Flight Attendants’ Perceptions Regarding the Different Dialect Used by Partner

The participants were asked the question “*What are the flight attendants’ perceptions regarding the different dialect used by partner?*” Participants expressed their opinion that that is not a big problem to communicate with someone with different dialect, moreover we can learn from each other about Indonesia’s cultural diversity. Interviewed the flight attendants as the participants’ perceptions regarding the different dialect used are presented as follow:

Obviously, it’s nothing wrong to the dialect that used by my partner as long as the way my partner convey is well and polite. And as long the passenger understood and get the point, I will do nothing for it, unless it looks like complicated then I’ll help my partner to convey what my partner want to tell carefully. (P1-F)

I think that’s an interesting thing. Because we can learn from each other about the diversity of Indonesian cultures. With that accent, we already know where he came from. (P2-M)

The Passengers' Attitude to the Flight Attendants' Dialect

The participants were asked the question "How is the passengers' attitude on the flight attendants' dialect?" Participants expressed their opinion that the attitude may be various, and probably it can be less professional. Interviewed the flight attendants as the participants' perceptions regarding the passengers' attitude on the flight attendants' dialect are presented as follow:

Passenger attitude or reaction may be various. Such as they might be confused with the flight attendant dialect (because it sounds unusual) or become interest because it's something new to listen. Both reactions usually happen when there are some case with "unusual dialect". (P1-F)

There was ever the passenger stated that in my opinion, the target area is the same as the dialect, it still looks good, but if it's outside the area with other regional accents, it looks less professional. Less professional I mean being in the zone of public service where the accent language should be one national language and a professional accent. (P2-M).

DISCUSSION

Language varieties are defined as "specific linguistic objects" or "human speech patterns (sounds, words, grammar features) that may be linked to external (geographic or social group) factors." Language varieties include terms such as language, standard language, dialect, style, language level, registration, and pidgin. Every language is made up of dialects. When we travel through a large geographical area where a language has been spoken for many centuries, we will almost certainly notice differences in pronunciation, word choices, word forms, and syntax. There can even be very distinct local colors in the language we see when we move from one place to another. These distinct varieties are known as regional or geographical language dialects. A flight attendant is one of jobs that come from varieties culture and ethnics and must meet people with varieties culture and ethnics. A flight attendant is an officer who works with the aircraft to ensure the safety and comfort of the passengers before and during the flight.

Concerning flight attendants' perceptions of various dialects used by partners, as well as passengers' attitudes toward the flight attendants' dialect. Following the interview, the results revealed that each flight attendant saw the dialect variations in partners as an interesting thing to respect as long as the partner communicated well and politely, the passenger understood and got the point. In terms of the passengers' reactions to the flight attendants' dialect, the participants stated that they may be confused by the flight attendant dialect (because it sounds unusual) or become interested because it is something new to listen to. But, as there was ever the passenger stated that if the target area is the same as the dialect, it still looks good, but if it's outside the area with other regional dialect, it looks less professional. Less professional means working in a field where the accent language should be one national language and a professional dialect.

CONCLUSIONS

From the interview that had been done, the finding showed as long as the partner spoke well and politically, the passengers understand and get the point, the dialect differences in partners are seen by each flight attendant as fascinating. As far as passengers' reactions

to the dialect of the flight attendants are concerned, they have indicated that they could be confused with the dialect of the flight agent (because it sounds unusual). However, when the passenger ever said that if the destination place is identical to the dialect, it still looks fine, but it looks less professional if it is outside the country with a regional dialect

In reality, dialectology is a linguistic field. To analyze the data and chart the data, persistence, and precision are both essential. This area challenges linguistic students since Indonesia's earth is a natural laboratory that is very linguistic and geographic. If you are not in it, this area is very fascinating.

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