

Appendices

Interview Guideline

Research Question:

What are the challenges faced by street hawkers on the use of English language in their transaction activity with International tourists.

Observation Guideline

Interaksi dengan turis asing:	
1. Menyapa	
2. Menawarkan	
3. Negosiasi	
4. Percakapan lain	

Interview Guideline

Questions
<ul style="list-style-type: none"> ➤ Tantangan apasaja yang pernah anda hadapi dalam menggunakan bahasa Inggris ketika anda melakukan aktifitas jual-beli dengan turis asing? ➤ Kenapa tantangan tersebut bisa terjadi? ➤ Apakah anda mempunyai saran untuk pemerintah ataupun instansi-instansi yang bersangkutan dalam masalah ini?

Observation Day 1

Participant 1 : Wati

Tempat : Jalan Malioboro

Waktu observasi : 10.00 – 12.00 (Break sholat + makan siang)
13.00 – 14.30

Table of observation

Kategori	Pelanggan (Turis asing)	Interaksi dengan turis asing
1. Menyapa	Turis 1 : Seorang laki-laki. Ciri-ciri; Berbadan tinggi dan besar, berkulit putih, rambut pirang + putih. Menggunakan kaos putih, dan celana pendek. Usia; sekitar 45 -50 tahun.	Wati : “Hay Mr! Can I help you?” Turis 1 : “Yes, sure madam, I’m looking for wallet.” Wati : “Mr, what?,, what do you want Mr?” Turis 1 : “This” (sambil menunjuk dompet) Wati : “Oh, yes, yes Mr, wait” (sambil mengambilkan dompet yang berada dimeja dagangan ujung sebelah kanan)

	<p>Turis 2 : Dua orang wanita. Ciri-ciri: 1 bertubuh tinggi dan langsing, 1 bertubuh lebih pendek dan langsing. Keduanya berambut keriting + pirang. Menggunakan dress pendek bunga-bunga. Dan satunya menggunakan tangtop hitam + Cardigan dan celana jeans pendek.</p> <p>Usia : Sekitar 17 – 25 tahun</p>	<p>Turis 2 : (Datang kearah meja pedagang sambil melihat-lihat)</p> <p>Wati : “Good afternoun Mis! Can I help you?”</p> <p>Turis 2 : “Yes, may I see that bag?” (Menunjuk kearah tas)</p> <p>Wati : “Yes Mis (mengambilkan tas), this (memberikan tas)”</p>
	<p>Turis 3 : Seorang laki-laki. Ciri-ciri : Tinggi, berjambang, berkulit coklat, hidung mancung, tampan. Bepakaian kaos biru tua, celana kain selutu. Menggunakan sneakers. Usia : Sekitar</p>	<p>Turis 3 : (Datang, lalu melihat-lihat kearah barang dagangan)</p> <p>Wati : “Hello, Mr, can I help you?”</p> <p>Turis 3 : (Hanya senyum sambil melihat kearah barang-barang)</p> <p>Wati : (Hanya terdiam)</p> <p>Turis 3 : (Memilih-milih kaos</p>

	25 – 30 tahun.	<p>yang digantungkan disamping meja dagangan)</p> <p>Wati : “Can I help you Mr.?”</p> <p>Turis 3 : “Wait, let me see first”</p> <p>Wati : “Okay Mr.”</p>
2. Menawarkan	Turis 1	<p>Wati : “This Mr, what you like?</p> <p>This (Menawarkan yang berwarna hitam), this” (Menawarkan yang berwarna coklat)</p> <p>Turis 1 : Hmmm (Terdiam, sambil memilih warna yang mau dibeli), how much the price? (sambil menunjuk yang coklat).</p> <p>Barabara : “one hundred thousand Mr.”</p>
	Turis 2	<p>Turis 2 : “What colors are available?”</p> <p>Wati : (Hanya terdiam, mencoba memahami)</p> <p>Turis 2 : “Colors?? Other colors??”</p> <p>Wati : “ Owh, yes, yes, wait , many colors, this red, white, blue,</p>

		<p>coklat, ungu, grey and this, this” (sambil mengeluarkan contoh warna lain) Turis 2 : “Hmmm, nice color (sambil memegang tas motif yang berwarna abu-abu) Wati : “What do you like? That grey?” Turis 2 : “Yes, I like this” Wati : “Of course, that’s good color!”</p>
	Turis 3	<p>Turis 3 : “Do you have other patterns?” Wati : (Terdiam dan bingung) Turis 3 : “Other patterns?” (sambil mengangkat satu kaos dan menunjuk kearah motif baju tersebut) Wati : “Yes, yes, I have. Wait” (Mengeluarkan stok-stok baju kaos) Wati : “ This, this, this one, this one” (sambil memperlihatkan baju</p>

		<p>kaos)</p> <p>Turis 3 : (Memilih dan melihat-lihat motif yang diinginkan)</p> <p>Wati : “What do you want Mr?”</p> <p>Turis 3 : “I love this pattern, do you have the black one? I will take two, one for white and one for black”</p> <p>Wati : “I’m sorry Mr. can you speak more slow, I’m sorry Mr, I don’t understand”</p> <p>Turis 3 : (Terdiam dan bingung)</p> <p>Wati : (Terdiam dan bingung)</p> <p>Turis 3: “Do you have black color?” (Berbicara pelan, sambil memegang baju)</p> <p>Wati : “Oh yes Mr. I have, wait Mr” (mengambilkan baju kaos hitam)</p>
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3. Negosiasi	Turis 1	<p>Turis 1 : “How about seventy thousand madam ?”</p> <p>Wati : “No Mr,no, this, , , , only,,, one hundred thaousand, if yes, yes. If not, not” (Berbicara sambil terputus-putus)</p> <p>Turis 1: “Owh, I will take if only seventy thousand”</p> <p>Wati : “ninety?,,, ninety?how?” (sambil menunjukan sembilan jari)</p> <p>Turis 1 : “ninety thaousand? (memastikan) no, sorry, I will pay if only seventy thousand (sambil menunjukan tujuh jari)</p> <p>Wati : “How much you will buy?” (berbicara pelan)</p> <p>Turis 1: “Just two” (sambil menunjukan dua jari)</p> <p>Wati : Oke, I will give you two, okay?</p> <p>Turis 1 : “Oke” (tersenyum)</p> <p>Wati : “This, two, seratus empat</p>
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		<p>puluh ribu, one hundred, fourteen thousand ” (berbicara pelan, sambil memberikan dua dompet berwarna coklat yang sudah dibungkus dengan plastik)</p> <p>Turis 1: “Hmm, okay the price is one hundred forty thousand (sambil tersenyum, mengoreksi dan memberikan uang)</p>
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Turis 2	<p>Turis 2 : “How much does it cost?”</p> <p>Wati : “One hundred thousand rupiah Mis”</p> <p>Turis 2 : “Could you get the price down a little bit?”</p> <p>Wati : “What, , what Mis? (Bingung)”</p> <p>Turis 2 : “Could you go down to fifty thousand rupiah?” (Berbicara dengan pelan dan jelas, sambil menunjukan lima jari)</p> <p>Wati : “ No, no, no, I will give you Eighty thousand, how ?? Eighty thousand ?” (Menunjukan delapan jari)</p> <p>Turis 2: “No, I’m sorry, I was wondering if I could have it at fifty thousand rupiah” (Sambil menunjukan lima jari)</p> <p>Wati : “Sixty thousand? The last price, sixty thousan rupiah!”</p> <p>Turis 2 : (Terdiam, berfikir)</p>
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		<p>Hmm, Oke, I take it”</p> <p>Wati : “Oke, what color?”</p> <p>Turis 2 : “This grey”</p>
	Turis 3	<p>Wati : “This is the black color”</p> <p>Turis 3 : “Yes, how much the price?”</p> <p>Wati : “Sixty thousand rupiah”</p> <p>Turis 3: “How if fourty thousand rupaih?, I will take two, it means Eighty thousand rupiah”</p> <p>Wati : (Bingung)</p> <p>Turis : “Two, Eighty thousand rupiah” (Menunjukkan delapan jari)</p> <p>Wati : “No, no, one hundred,, if yes, oke”</p> <p>Turis : “Two, one hundred thousand?”</p> <p>Wati : “Yes”</p> <p>Turis : “Okay, I will take it”</p>
4. Percakapan lain	Turis 1	<p>Turis 1 : “Okay, here is the money”</p> <p>Wati : “Oke, thank you Mr.”</p>

		Turis 1 : “Your welcome”
	Turis 2	<p>Wati : “Oke, this the bag” (sambil menyerahkan yang sudah di bungkus)</p> <p>Turis 2 : “Okay, this is the money” (Menyerahkan uang Rp. 100.000,-)</p> <p>Wati : “Wait,, (sambil mencari kembalian sebanyak Rp. 40.000,-) This is your money”</p> <p>Turis 2 : “Thank you” (sambil mengambil uang kembalian)</p> <p>Wati : “Your welcome”</p> <p>Turis 3: “Here is the money”</p> <p>Wati : “Oke, thank you Mr.”</p> <p>Turis 3 : “ Thank you”</p>

Observation Day 1

Participant 2 : Nur

Tempat : Jalan Malioboro

Waktu observasi : 16.00 – 17.45 (Break sholat Maghrib)
18.15 – 20.00

Table of observasi

Kategory	Pelanggan (Turis asing)	Interaksi dengan turis asing
1. Menyapa	<p>Turis 1 : Laki-laki dan perempuan</p> <p>Ciri-ciri : Laki-laki; Tinggi, berbadan besar, berkulit putih, rambut putih, menggunakan kaos putih, celana pendek.</p> <p>Perempuan: Tinggi, kurus, berkulit putih, rambut kriting berwarna coklat, berpakaian dress berwarna biru tua.</p>	<p>Nur : “Hello sir, madam, may I help you?”</p> <p>Turis 1 (Laki-laki) : “We are looking for clothes” (Laki-laki ; sambil menunjuk kearah baju kaos)</p>
2. Menawarkan	Turis 1	Nur : “Oke, Which one do

		<p>you like sir?"</p> <p>Turis 1 (Perempuan) : “ Do you have other colors?"</p> <p>(Sambil memilih- milih baju yang digantung)</p> <p>Nur: “Yes, I have, this is black, pink, yellow color, green color, coklat, ungu, biru tua” (Nur menyebutkan warna hijau dengan kata gren kalor dan menggunakan bahasa Indonesia untuk kosakata yang tidak dia ketahui)</p> <p>Turis 1 (Perempuan) :”I like this one” (Perempuan menunjuk ke arah warna hitam)</p>
3. Negosiasi		<p>Turis 1 (Laki-laki) : “How much this cloth?"</p> <p>Nur : “It is only fifty thousand rupiah”</p> <p>Turis 1 (Perempuan) : “How</p>

		<p>if thirty thousand rupiah”</p> <p>Nur : “How much you need?”</p> <p>Turis 1 (Perempuan) : “Five”</p> <p>Nur : “Oke, No problem, I give you, you get, if you buy five” (sambil terbata-bata)</p> <p>Turis 1 (Laki-laki) : “Oke, here is the money”</p> <p>(Menyerahkan uang sebesar Rp. 150,000,-)</p> <p>Nur : “This the cloth”</p> <p>(Sambil menyerahkan baju kaos yang dibeli)</p>
4. Percakapan lain		<p>Turis 1 : “Oke, thank you”</p> <p>Nur : “Your welcome”</p>

Observation Day 2

Participant 3 : Utami

Tempat : Jalan Malioboro

Waktu observasi : 10.00 – 12.30 (Break sholat dan makan siang)
13.00 – 15.00

Table of observasi

Kategory	Pelanggan	Interaksi dengan turis asing
1. Menyapa	Turis 1 : Seorang perempuan dengan dua anak laki-laki. Ciri-ciri: berbadan tinggi, besar, rambut hitam, kulit putih, berpakaian kaos berwarna hitam, celana kain panjang. Usia: Sekitar 40 tahun	Turis 1 : “Hallo” (Seyum sambil melihat barang-barang dagangan Utami : “Hello Mis, can I help you?”
	Turis 2 : Laki-laki, Tinggi, berkulit putih, rambut hitam, badan kekar berisi. Berpakaian kaos singlet berwarna abu-abu, celana jeans pendek. Usia : sekitar 30– 35 tahun	Utami : “Hi Sir? What do you want sir?” Turis 2 : “Hi, I'm looking for a hat” Utami : “For woman or man?” Turis 2 : “For me”

		Utami : “Oke”
2. Menawarkan	Turis 1	<p>Turis 1 : “How much this bag?”</p> <p>Utami : “It is one hundred thousand rupiah”</p> <p>Turis 1 : “Do you have the other size? More bigger?”</p> <p>Utami : “No, adanya yang lebih kecil, small bag”</p> <p>(bicara terbata-bata sambil berfikir)</p> <p>Turis 1 : “No, I need the bigger one.</p> <p>Utami : “ No, I dont have, you can check to the others”</p> <p>(sambil melambaikan tangan yang berarti tidak memiliki, dan menunjuk kearah pedagang lain)</p> <p>Turis 1 : Oke, Thank you</p> <p>Utami : Your welcome</p>
	Turis 2	Utami : “This is hat for man”

		<p>(Sambil menunjuk kearah topi berwarna gelap)</p> <p>Turis 2: “Do you have other colors?”</p> <p>Utami : “For man, just black, brown, red, abu-abu, biru tua”</p> <p>(Sambil menunjukan topi tersebut)</p>
3. Negosiasi	Turis 2	<p>Turis 2 : “How much the price? (Sambil memegang topi berwarna biru tua)</p> <p>Utami : “It is fifty thousand rupiah” (Berbicara pelan)</p> <p>Turis 2: “Can I get more cheaper?”</p> <p>Utami : “Fourty thousand rupiah”</p> <p>Turis 2 : “Oke, I will take one”</p> <p>Utami : “That?” (Sambil menunjuk kearah topi yang ada di tangan turis)</p> <p>Turis : “Yes”</p>

4. Percakapan lain	Turis 2	Turis 2: "Here is the money" (Sambil menyerahkan uang sebesar Rp. 40,000,-) Utami : "Oke, thank you sir" Turis 2: "Anytime"
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The selective coding	
The challenges of using English language	
Finding/Theme	Translated statement
Lack of vocabulary mastery	<p>Wati.2 “So it was hard to remember the English words that I wanted to say”</p> <p>Nur.1 “ I felt that I did not know enough vocabulary”</p> <p>Utami.5” I thought about the words”</p> <p>Utami.10 “ I still lacked of vocabulary”</p>
Difficulty in arranging complete sentences	<p>Wati.4 “When I was talking, I could not connect the sentence properly, break up. If I wanted to talk long, I could not make it”</p> <p>Nur.8 “I was confused when arranging the words. It was really difficult”</p>

	<p>Utami.6 “ I thought about how to arrange the words”</p> <p>Utami.11 “ I was often confused about arranging the words”</p>
<p>Difficulty in pronunciation knowledge</p>	<p>Wati.5 “ I was also haltingly when I said a sentence”</p> <p>Wati.6 “ It was hard to talk, my tongue was often mispronounced”</p> <p>Wati.7 “ It was hard to say, my tongue felt stiff when I spoke English language”</p> <p>Wati.9 “Sometimes I often mispronounced between saying "five thousand", "fifteen thousand", and "fifty thousand" in English language”</p> <p>Nur.7 “Sometimes I understand what</p>

	<p>they said, but it was hard for me to say”</p> <p>Nur.9 “It was the challenge that I faced. Difficulty in pronunciation”</p> <p>Nur.10 “I found difficult to mention the price of the complicated numbers, such as I mentioned one hundred fifty seven thousand and five hundred rupiah. I felt dizzy when I said it in English language”</p> <p>Utami.3 “ No, I had to think hard if I wanted to speak English, so I spoke stiffly”</p> <p>Utami.7 “Then, I thought how to pronounce it</p> <p>Utami.12 “I often had problems with pronunciation, I was often confused if I wanted to speak English words. My</p>
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	tongue was very stiff”
Lack of listening ability in English language	<p>Wati.10 “ I was confused what he was talking about, because he spoke very fast”</p> <p>Wati.11 “I felt difficult when I heard someone spoke English language very fast. Moreover he spoke with a different accent”</p> <p>Wati.12 “ I felt unclear when he spoke, the accent was different”</p> <p>Wati.13 “He spoke very fast, so it was hard to hear what he said”</p>
Lack of self-confidence in speaking English language	<p>Wati.14 “ I was often afraid talking English language”</p> <p>Utami.1 “It was hard for me. I was nervous, if I asked to choose I wanted to sell using bahasa Indonesia”</p>

	<p>Utami.8 “I felt nervous before talking, automatically I spoke haltingly”</p> <p>Utami.13 “ I often felt scared, afraid of being wrong”</p> <p>Utami.14 “ Yes, it was a problem, I felt embarrassed, and I was also feeling afraid, if they will uncomfortable shopping at my place</p> <p>Utami.15 “Yes. Once. But it was been a long time, when I started selling here. When we did it, we bargained, but I felt scared when I spoke, it became halting, it wasn't clear, and finally he was confused. We were confused.</p>
The reasons causing challenges	
Finding/Theme	Translated Statement
Age factor	<p>Wati.1 “ I was already old”</p> <p>Wati.18 “ I was old so I often forgot</p>

	<p>the vocabulary”</p> <p>Wati.19 “I felt already old so it was too late if I wanted to study now”</p>
Low level of education	<p>Wati.3 “I just graduated from elementary school. In the past, when I was at school I never learned English language”</p> <p>Utami.17 “I just graduated from junior high school”</p>
The nature of first language and second language	<p>Wati.8 “Because the words were more difficult to speak than Javanese or Indonesia language”</p> <p>Utami.2 “ Because I felt more free when I spoke bahasa Indonesia instead of speaking English language</p>
Anxiety	<p>Wati.15” I was afraid of being wrong, I was afraid they will feel uncomfortable”</p> <p>Wati.16 “If you told to people who did</p>

	<p>not connect. It would not even make them feel comfortable”</p> <p>Wati.17 “I often felt afraid of being wrong. And finally I found difficult to speak English language”</p> <p>Utami.16 “Yes, like what I said earlier, because my English was bad, finally there was a fear to speak. The effect of feeling fear finally made me stammer. And I am confused when I spoke”</p>
<p>Lack of motivation on learning English language</p>	<p>Nur.3 “ When I was in school, I was very rare to pay attention to my English teachers”</p> <p>Nur.4 “ Moreover, I did not like the English lessons”</p> <p>Nur.5 “I did not like the teacher”</p> <p>Nur.6 “ He was a fierce person, so I</p>

	<p>did not like him, if I was wrong I would have been scolded, he said I was lazy to study, he said I just played”</p>
<p>Lack of experience on using English language</p>	<p>Nur.2 “Because I realized I have not learned enough. My experience was also very lacking because I had only been selling for two years”</p> <p>Utami.18 “Once, but some of the lessons I have forgotten because it's been a long time”</p>

Suggestion	
Finding/Theme	Translated statement
Concern from the government	<p>Wati.20 ” We are given a book for learning, or a piece of paper whose contents can help us to learn English language”</p> <p>Nur.10 “In order for these traders can easily understand English language. maybe they can make an English course for us, but it's free”</p> <p>Utami.19 “In my opinion, hopefully our government cares more. And pay more attention to our needs in English language. The government can facilitate. Apart from the government, the traders should also care more on the importance of English language”</p>