AN ERROR ANALYSIS ON OUTGOING E-MAILS IN USING PLURAL FORM OF NOUNS (A CASE STUDY OF FRONT OFFICE DEPARTMENT AT ATTA MESARI VILLAS UBUD

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Abstract

In linguistics, grammatical number is a grammatical category of nouns, pronouns, and adjective and verb agreement that expresses count distinctions. English and other languages present number categories of singular or plural. In the hospitality industry, there are many kinds of English terms used by the staffs. This study was designed to find an error in used plural form of noun in Atta Mesari Villas Ubud by the Staff and this study employed a qualitative method. The subject of this study is the staff of Front Office department. The data were obtained through collecting data randomly for 30 outgoing emails at 2018 and review of the documents. According to the result of simple statistical calculation it is obtained the type of Error in Omission 52%, and Misformation 42% while the lowest error in addition is 6%.

Keywords: Error Analysis, Email, Plural form of nouns.

I. INTRODUCTION

Language is a means of communication used by people to communicate either through spoken or written. It has a huge role for every individual in hotel industry making a good relationship with others. Through language people can express their opinions, ideas and feelings to each other. language is a system of arbitrary conventionalized vocal, written or gesture symbol that enable members of a given community to communicate intelligibly with others. It shows that language is a system of communication or tool of communication which can be expressed not only through verbal or oral communication but also through non-verbal communication; written form and gesture (body language).

In learning English, it needs four skills to learn such as speaking, writing, listening and reading. All of them closely related with grammar. Description of the

structure of a language and the way in which linguistic units such as words and phrases are combined to produce sentences in a language." Many people learn a number of structures or rules which is called the grammar. The structures in English language contain number of grammatical rules, one of them are plural form of nouns.

Grammar is an important aspect to be learnt in learning a language. It plays an important role in improving our skill in English. It is a very basic knowledge and an important tool for students to master English. A Course in Language Teaching Practice and Theory, "Grammar can be defined as words put together to make correct sentences". It does not only affect how the units of words are combined in order to make correct sentence but also affects their meaning.

A plural form of nouns has been taught since junior high school. However, many people and students still do not understand and cannot apply singular and plural rules in English. They have difficulties to form plural in English. For example, the general rule for writing the plural in English nouns is to add –s to the singular form (boy- boys). However, this rule is only used for regular plural. Words like woman, foot, children, etc. These are irregular plural. The rule is complicated. The consequence is the people will make so many errors in their learning.

Unfortunately, in this era the fact is only a few people in this world could speak with the same language. English allows us to speak with other people from many countries who speak with different language. English language makes us easier to talk with each other in the world, there are many media which can be used to communicate with each other especially in writing. One of them is letter. One the modern way in this world to communicate in writing is correspondence by e-mail. Electronic mail or e-mail is the modern way to communicate with each other. Email is a social network and originally a social network for Front Office Department of Atta Mesari Villas Ubud. An e-mail mostly sent by using internet connection. An e-mail can be used for government, business, an organization, and tourism industry as well. All the people in the world mostly have more than one account of e-mail for their business. There are many benefits when using an e-mail for communicates. When we are sending an e-mail to one or many recipients, it's

more secure, paperless, low cost, friendly user, and very quick responds either the receiver or the sender.

E-mail is important way in tourism industry especially for hospitality. At Atta Mesari Villas Ubud, the guest mostly used an e-mail to send an inquiry, a question related to their reservation or a request related to their stay and it will be responded by Front Office Department Staff. There are so many conversations by e-mail which made by Front Office Department staff at Atta Mesari Villas for two months in outgoing e-mails. After reading the e-mail, the researcher saw a lot of English errors especially in using plural of nouns that can be found in the outgoing e-mails, especially for Indonesian e-mail users. It's very important to research since it will be useful in the future for Front office department staff at Atta Mesari Villas. Therefore, I am interested in taking up this problem and take a title An Error analysis on outgoing e-mails in using plural form of nouns by the Front Office Department Staff of Atta Mesari Villas.

II. METHOD

In this part, the researcher used the qualitative research design for analyzing the data. The work way of qualitative was collected data, arranged data and interpreted the data. A qualitative research deals with a kind of research which did not use statistic procedures in analyzed the data. In a qualitative research, the researcher tends to prior in accurate explanation to analyzed and presented what have been found. The population of the study consisted of 3 adults, 2 women, and 1 man. They worked at Front Office Department which used e-mail account to interacted with the customers. The individuals used the same e-mail account. The participants had different backgrounds in terms of education in the English language. Their native language was Indonesian and only English language was required for writing replied e-mail to every single incoming e-mail.

The data was conducted by ask the Front Office Manager of Atta Mesari Villas to give some history outgoing e-mails. The e-mails which were used for the analyzed randomly selected from 10 incident outgoing emails report emails, between August 2017 to December 2017 due to this period many emails activity from the front office

department to announce about Mount Agung eruption and respond cancellations according to that circumstance. The researcher randomly selected the contents to avoid taking too much time to analyze. As the researcher worked at the hotel especially as Consultant E-Commerce Manager in Atta Mesari Villas with all participants. It was conveniently collected the data because the researcher has to contacted all participants to asked permission via e-mail.

The researcher noticed from the e-mail content received daily that there were often grammatical specifically in the plural of noun errors on the email content. Those errors sometimes made the e-mails looked unprofessional, especially when used to contact with external costumers. The researcher found that it was worthwhile investigated the issue as it used as the basis for conduct an internal course to improve the staff's writing skills. Next, the researcher made the grammatical errors found in the email contents were classified into 4 types/categories. The last, the data analysis was presented based on type and categories research error found in the outgoing e-mail

III. RESULT

This present study found that there were some of errors found on this research. This study was conducted investigate two research problems and divided into two main sections. They were causes of errors analysis and the type of errors. Also, this reports the results obtained from the study of error analysis outgoing email made by hotel employees especially in front office department in email replaying. The 30 email contents collected from 3 employees in charge as reservation staff which were randomly selected were analyzed and the errors found were classified according to the error types based on surface strategy taxonomy, for example;

(Selected example from Data email-1)

Outgoing Email-1 : Hey, Diego! I hope you're doing well. I see your many Hotel review in Tripadvisor. Great stuff!

In that example, while he was supposed to write "Hey, Diego! I hope you're doing well. I see your many Hotel reviews in Tripadvisor. Great stuff!" From the

example above it was clear that the staffs did not use any morpheme and made an Omission error.

The second type of error is an Addition Error where they added the unnecessary word that does not needed in their sentence. For example:

(Selected example from Data email-2)

Outgoing Email-2: I understand the issues you're facing some accident in your country and how it's made harder to go with original plans.

In that example, while he was supposed to write "I understand the issue you're facing some accident in your country and how it's made harder to go with original plans." From the example above it was clear that the staffs made an Addition error.

The last type of error in this research is Misformation error where the staffs used wrong form of the morpheme or structure. For example:

(Selected example from Data email-13)

Outgoing Email-13: I understand the issues regarding many mouses around the room. It was past year ago many people who was stayed here complain about mouses it all because ubud is traditional village that still green with forest around here.

In that example, while he was supposed to write "I understand the issues regarding many mouses around the room. It was past year ago many people who was stayed here complain about mice it all because ubud is traditional village that still green with forest around here." From the example above it was clear that the staffs confused or lack of knowlade from transforming irregular form of noun and made an Misformation error.

Another error in this research is cause of errors, and the researcher divided by 2 causes of error. The firs example is Interlingual Transfer:

(Selected example from Data email-1)

Outgoing Email-1: Hey, Diego! I hope you're doing well. I see your many Hotels review in Tripadvisor. Great stuff!

In that example, while he was supposed to write "Hey, Diego! I hope you're doing well. I see your many Hotel reviews in TripAdvisor. Great stuff!" From the

example, the errors were happened because the pattern of Both Bahasa – which was their mother tongue- and English were totally different. The staffs omitted the –s, and changed. pronoun.

The last example cause of error in this research is Intralingual Transfer: (Selected example from Data email-13)

Outgoing Email-13: I understand the issues regarding many mouses around the room. It was past year ago many people who was stayed here complain about mouses it all because ubud is traditional village that still green with forest around here.

In that example, while he was supposed to write "I understand the issues regarding many mouses around the room. It was past year ago many people who was stayed here complain about mice it all because ubud is traditional village that still green with forest around here." From the example above it was clear that the staffs are overgeneralization the rules in wrong concepts or did not understand and know how to use each grammatical rule correctly

IV CONCLUSION

Based on the finding and discussion of the data in the previous chapter above, from 30 outgoing emails the researcher found there were 71 total errors that made by the Front office staffs of Atta Mesari Villas. Those errors derived from Omission with 37 errors, Misformation with 30 errors, and Addition with 4 errors. The researcher found there were two main sources because the errors happened that was from Interlingual transfer and Intralingual transfer. Based on the data above, the researcher concluded that the Front office staffs found some difficulties in grammar use. It was indicated by the grammatical errors occurred in their outgoing emails. In addition, and misformation, the use of irregular plural was classified as the most difficult grammatical rules. Based on the interlingua transfer, some of Staff had good vocabulary achievement so that her out going emails were low score of error. Based on intralingua transfer, few of staffs did not know the rules of grammar, so they were not able to use it correctly in sentences

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