
Analysis of the English Speaking Role and Barriers at Fort Rotterdam's Staff

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ABSTRACT

English is crucial for BPCB staff at Benteng Rotterdam Makassar, not just for daily operations but also for engaging with one another. This study seeks to 1) determine the usage of English among BPCB employees in Fort Rotterdam, South Sulawesi, and 2) identify the barriers to the use of English in social contact among BPCB employees in Fort Rotterdam. The study method employed was descriptive research. This study described the population or phenomenon being investigated. Data collection approaches used were observation, surveys, and documentation. The collected data was subsequently reduced, presented, and conclusions were drawn. The findings of the study were as follows: 1) English had a crucial part in the Rotterdam fort, as existing personnel provided tourists with cultural information in English. 2) The employees' inability to understand English come from their daily work at the BPCB fort in Rotterdam, where they had a lot of tasks that had nothing to do with English and they were not motivated to improve their English skills.

Keywords: Rotterdam; Staff; English.

INTRODUCTION

Humans are social beings who interact with each other in fulfilling various needs of life. With this, humans can't live alone without interacting with other people. Language is one of the most important elements that affect human life and culture.

Language has a very important role in human life because it is the main communication tool. As a means of communication, the language includes words, collections of words, clauses, and sentences that are expressed orally and in writing. Language includes a symbol system that is used reciprocally and is formed from the sound elements of human speech. Afifah (2018) Language is part of the most basic human abilities. Language is used to convey certain meanings so that others can understand them. When adapting to a new social environment, everyone will choose the language to be used depending on the situation and conditions, they face. so that we can easily adapt and integrate with the social environment.

Everyone needs language skills to communicate with each other. Every country in the world has at least one language spoken by its inhabitants. As for a country that has more than one language, such as one of the countries, namely Indonesia which has hundreds of regional languages. And the language that serves as a guide for the whole world is English, and it is also known as an international language. Indonesia is a developing country, so we as humans should learn this second language. Because learning a second language can also have an effect cause many are collaborating with foreigners, this second language is needed. Having the ability to speak especially English is now an advantage. People who are fluent in English or other foreign languages have a greater chance of being accepted to work in local companies or foreign companies. In addition, some become tourism, embassy, and many other jobs that require foreign language skills.

In this case, tourism is the most identical with speaking English. Because many foreigners come to this country and most of them are looking for these tourism places. English is also a medium of communication between tourism actors and tourists as well as between tourists. English has an important role as an international language, as a medium of communication between the two parties.

In Indonesia, there are so many interesting tourist places for the whole world. Likewise, in Makassar, there is a tourist place known as Fort Rotterdam or Fort Ujung Pandang (Friday Pandang) which is a fortress heritage of the Kingdom of Gowa-Tallo. The location of this fort is on the west coast of Makassar City, South Sulawesi.

And some people are still reluctant to learn English for various reasons. One of them is because there are translators apps that help them understand and use this language. They don't realize how important English is. English should have a very important role in the life of everyone, children, and adults. Therefore, learning English is part of the capital to achieving success. Someone who has been able to speak English will have a brighter future because this can open up various opportunities for people who master it. All these opportunities can help us in achieving success. Success itself can improve the quality of a person's life so that his life becomes prosperous, comfortable, and happy. Of course, many people want to be successful and have a good quality of life. Therefore need learners to master English.

Because Goethe, a German (1794) writer, once said that a person who does not know anything about a foreign language does not know his language. The statement above means that knowledge of foreign languages will make people aware of the differences that exist between their usage and foreign languages. With it, they can recognize their usage. English is a foreign language for the people of Indonesia and is also the official language of many countries. If we study it, we will not only be able to communicate with the international community, but also be able to recognize our usage. So what needs to be known is what the role of English is and what obstacles exist in learning English for tourists, especially in the port of Rotterdam.

LITERATURE REVIEW

Previous Related Studies

Research from Muhammad Mahali (2020) entitled about Functionalization of the use of English in Community Social Interaction in Tourism Areas in Riung District, Ngada Regency, NTT. This study aims to determine the use of English in the social interactions of the people in the Riung District and the supporting and inhibiting factors of the use of English in the social interactions of the people in the Riung District. From the results of research and data analysis that has been carried out, researchers can conclude that the

tourism potential community in Riung District on average has low English language skills so they need training, especially in speaking and listening skills. This also proves that the level of community need for English in the tourist area of Riung District in supporting the development of its tourism potential is minimal.

Another example in previous research is the journal of Luh Sri Damayanti (2019) the Role of English Language Skills in the Tourism Industry. This is a research library that aims to dive deeper into the role of English in the hospitality and tourism industry. The formulation of the problem studied in this paper, how is the role of English in the tourism industry? It can be concluded that English has a very important role in the communication process that occurs in the tourism industry, both communication between tourism actors and tourists as well as communication in terms of business and the economy. English is a unifying language that can unite people from different backgrounds.

Some Pertinent Ideas

Communication concept

Etymologically communication according to Onnong U. Effendy (1986: 60), is communication derived from the Latin communication which means association, participation, and cooperation, which comes from the term communis which means communication. quoted by Teguh Meinanda, (1981: 8) communication is the process of delivering the opinions, thoughts, and feelings of a person or group of people to others.

Role concept

Understanding the role according to Soerjono Soekanto (2002: 243), namely the role is a dynamic aspect of the position (status), if a person carries out his rights and obligations by his position, then he carries out a role.

Foreign Language Knowledge

Knowledge according to Notoatmodjo (2002) is the result of knowledge from humans and this occurs after people sense certain objects. Sensing occurs through the five human senses, namely sight, hearing, smell, taste, and touch. Most human knowledge is obtained through the eyes and ears. Knowledge itself is heavily influenced by several factors that can be obtained from formal and non-formal education.

motivation factor

Chaer (2009: 251), motivation is an impulse from within, a momentary impulse, emotion, or desire that moves someone to do something. Students who are motivated in learning a second language, tend to be more successful. They have a strong internal drive to learn a second language.

Age factor

(Fatman, 1975; Dulay, Burt, and Krashen, 1982) Chaer (2009:252). it seems that the age factor does not play a big role, because the order of acquisition by children and adults looks the same.

First language factor

The first language influences the process of mastering the second language of learners (Ellis, 1986: 19) quoted by Chaer (2009: 256). The first language is considered a nuisance in the second language learning process. This is because it is common for a learner to unknowingly transfer elements of his first language when using a second language (Dulay, et al., 1982: 96, cited by Chaer (2009: 256). As a result, interference, code-switching, code-mixing, or also errors.

Environmental factors

Dulay (1985: 14, quoted by Chaer (2009: 257) explains that the quality of the language environment is very important for a learner to be successful in learning a new (second) language.

RESEARCH METHOD

The study method employed was descriptive research. This study described the population or phenomenon being investigated. Data collection approaches used were observation, surveys, and documentation. The collected data was subsequently reduced, presented, and conclusions were drawn.

This type of research includes field research is display and describes the situation and phenomena more clearly regarding the situation that occurred. This type of research can also be regarded as sociological research, which is careful research carried out by going directly to the field. This study intends to find information about the habits of employees in terms of learning/speaking English. And analyze about 'what is the importance of English in tourism or every job.

RESULT AND DISCUSSION

Result

The influence of English has an impact on the world of work, where many jobs around the world use English as a connecting language in a job, from within the country to abroad, where foreigners or tourists who come we can understand each other if we make English a connecting language between countries, that is as an international language.

1. The role of English in a job in the fortress of Rotterdam

In this study, the role of English in the world of work is very important, because there are many benefits if we are proficient in English. In the world of work, English provides greater job opportunities. Being able to speak English is now one of the requirements/opportunities to be accepted for work in a company. it is not only on a national scale but also internationally.

Table 4.1 question Number 10 on the BPCB employee question sheet

What do you think if English is mandatory in every job?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Strongly agree	2	5 %
2.	b. Agree	9	22.5 %
3.	c. only certain jobs	25	62.5 %
4.	d. Disagree	4	10 %
Total		40	100%

From the table above, it is clear that there were questionnaires given to 40 respondents at randomly in each working group in BPCB/fort of Rotterdam. From the results obtained, if English is required in every job, whatever it is. from the 40 respondents, 5% answered strongly agree that English is required in every job, 22.5% respondents answered agree that English is mandatory, 62.5% respondents answered that only certain jobs are required, and 10% of respondents disagreed if all The job is required to be able to speak English. With the results of this question, only a few Rotterdam employees agree on the importance of English in any job. although more than half of the respondents agreed only on certain jobs. However, not all jobs require proficiency in speaking this foreign language. Because every job has its own portion.

Table 4.2 question Number 8 on the BPCB employee question sheet

What do you think if all employees of the cultural heritage preservation center of South Sulawesi province in Rotterdam fort are required to be able to speak English?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Strongly agree	9	22.5 %
2.	b. Agree	20	50 %
3.	c. Hesitating	6	15 %
4.	d. Disagree	5	12.5 %
Total		40	100%

And the data table above explains that for Rotterdam/BPCB Makassar fort employees if English is required in all Rotterdam/BPCB fort employees. from the 40 respondents, answered strongly agree by 22.5%, answered agree 50%, answered doubtful by 15%, and the remaining 12.5% of respondents answered disagreed if it was mandatory to be able to speak English in the fort of Rotterdam. From the results of this question, it is clear that the respondents/BPCB employees care about the importance of English. more than half of the respondents agree if it is applied to BPCB employees to be able to speak English. At least the employees can understand English even a little.

Table 4.3 question Number 2 on the BPCB employee question sheet

Is speaking English important in your work in the Rotterdam fort?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Strongly agree	12	30 %
2.	b. Agree	26	65 %
3.	c. Hesitating	1	2.5 %
4.	d. Disagree	1	2.5 %
Total		40	100%

From the survey listed in the table above, it is clear that the role of English for every employees of the Rotterdam fort is important in their work. As with the results obtained that 30% of the 40 respondents, strongly agree that English is important/related to the work they take. Those answered agree that English is important/related to their work are 65% of respondents. only 2.5% of respondents are doubtful about the relationship between English and their work. and 2.5% of the 40 respondents disagree or have nothing to do with English with their effective work.

Table 4.4 question Number 3 on the BPCB employee question sheet

As a tourism place in Makassar, has there ever been a program to develop English language skills?)			
No.	Answered	Number of Respondents	Yield Percent
1.	a. ever existed	29	72.5 %
2.	b. There never was	7	17.5 %
3.	c. who don't know	4	10 %
Total		40	100%

As explained in the table above, the survey conducted at the Cultural Heritage Preservation Center (BPCB) stated that there had been a program to improve English in the Rotterdam fort. And the survey results stated that 72.5% of respondents answered "there was" the program. Meanwhile, those answered "never existed" were 17.5% of the respondents, and 10% of the 40 respondents don't know about the program. Because in the fort of Rotterdam, there are new employees do not know the program that has occurred in the fort of Rotterdam. How the program relates to the work of each respondent will be explained in the table below.

Table 4.5 question Number 4 on the BPCB employee question sheet

If there is a program referred to in question number 3, what is your opinion about the program in relation to the work you are doing?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Strongly agree	6	15 %
2.	b. Agree	27	67.5 %
3.	c. Hesitating	3	7.5 %
4.	d. Disagree	1	2.5 %
5.	who didn't answer	3	7.5 %
Total		40	100%

And the details of the survey on the questions are in the table above. Explain the response of the employees about the existing program, and whether it has anything to do with the work of the respondents in the Rotterdam fort. And the results stated that 15% of respondents strongly agree about the relation of the existing program to their work. 67.5% of respondents also agree that the program was related to their work, 7.5% of respondents were still unsure about the relation of the program to their work, and 2.5% of respondents answered disagree about the relation of the program to their work, the remaining 7.5% of respondents did not answer the question. Caused by not knowing the program about English that ever existed.

2. Barriers to English in the world of work

In the world of work, building relationships is a very important process in finding a job. Especially in building relationships with foreign people or companies. The language most needed or used is English. Learning English is not as easy as learning an everyday language or Indonesian, so in general people or society are not interested in learning it. From this, the author is interested in researching an agency or institution located in the fort of Rotterdam, namely BPCB that whether employees of the fort Rotterdam / BPCB when meeting foreign tourists, use English or vice versa. As shown in the table below.

Table 4.6 question Number 5 on the BPCB employee question sheet

When you meet foreign tourists, do you speak English?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Very often	0	0 %
2.	b. often	10	25 %
3.	c. Sometimes	21	52.5 %
4.	d. Never	9	22.5 %
Total		40	100%

The results of the table above explain that the results of the research obtained indicate that there are no (0%) respondents very often use English when meeting tourists, but 25% of respondents stated that they often use English when meeting tourists, while 52.5% of respondents stated sometimes use English when meeting tourists, and the remaining 22.5% of respondents stated that they never use English when meeting tourists, but the author does not know for sure from some of these respondents, whether they have met in person or not.

Table 4.7 question Number 7 on the BPCB employee question sheet

Have you ever had problems in learning English?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Very often	6	15 %
2.	b. often	19	47.5 %
3.	c. Sometimes	13	32.5 %

4.	d. Never	2	5 %
Total		40	100%

The Rotterdam fort employees as described in the table above that the employees have also experienced several obstacles. And 15% of respondents very often experience obstacles when learning English, and 47.5% of respondents often experience problems in learning these. Meanwhile, 32.5% of respondents still sometimes have obstacles in learning English, and the remaining 5% of respondents have never experienced problems in the process of learning English. Because many students and workers are busy in their business and do not take the time to learn this foreign language. Although certain jobs do not fully require English, therefore many employees or other workers are less willing to learn this language.

Table 4.8 question Number 1 on the BPCB employee question sheet

Have you ever studied basic English?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Very often	3	7.5 %
2.	b. often	11	27,5 %
3.	c. Sometimes	25	62.5 %
4.	d. Never	1	2.5 %
Total		40	100%

The table above explains that this study surveyed Rotterdam fort employees and whether Rotterdam/BPCB employees still study English. And the results of this question explain that 7.5% of 40 respondents in Rotterdam fort stated that they study English very often, but 27.5% of respondents still often study English, about 62.5% of respondents sometimes study English and the rest are 2.5% of respondents never study English.

Table 4.9 question Number 6 on the BPCB employee question sheet

Do you still often practice English during this pandemic?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Very often	1	2.5 %
2.	b. often	1	2.5 %
3.	c. Sometimes	23	57.5 %
4.	d. Never	14	35 %
5.	who didn't answer	1	2.5 %
Total		40	100%

In the next question as explained in the table above, especially during the pandemic, have experienced the cessation of activities outside the home and Rotterdam fort employees still practicing/honing their English during the pandemic? And the results of the survey explained that 2.5% of respondents still practice their English very often, around 2.5% of respondents also practice their English often, while 57.5% of respondents practice their English sometimes, and 35% of respondents never practice English. In English during the pandemic, the remaining 2.5% of respondents did not answer the question.

Table 4.10 question Number 9 on the BPCB employee question sheet

How are your skills in English?			
No.	Answered	Number of Respondents	Yield Percent
1.	a. Very fluent	0	0 %
2.	b. fluent	6	15 %
3.	c. less fluent	33	82.5 %

4.	d. don't understand	1	2.5 %
Total		40	100%

The table above describes the detailed results of how the English language skills of every employee at the Cultural Conservation Agency (BPCB). And the survey results stated that there were not 0% of respondents had very fluent English skills. around 15% of respondents have fluent English skills, although 82.5% of respondents are still not fluent, can at least understand English, and the remaining 2.5% of respondents who do not understand English.

Discussion

1. The role of English in a job in the fortress of Rotterdam

English has an important role in the fort of Rotterdam because this place is a tourist place visited by many foreign tourists, so it takes a tour guide is fluent in dialogue using English. Not only that, but employees at the cultural heritage preservation agency are also expected to be fluent in English. For this reason, the role of English is very large, although fort Rotterdam there are still employees have poor English skills.

Employees master English will help build connections for certain agencies. Employees help build this connection can facilitate the interests or cooperation relationships between the Institution and foreign parties. Another advantage is that when you can speak English you can also negotiate with outsiders/foreign parties. Having employees can communicate orally and in writing means that it can make things easier in terms of these negotiations. Rotterdam fort employees often build cooperative relations with foreign countries. Where the employee is fluent in English. Most of these employees are sent in a certain way, which keeps the relationship with outside agencies going, so that is one of many reasons to learn the language.

The role of English in terms of tourist affairs is also very important, where tour guides play a very important role in this work as a tour guide is required to master foreign languages, especially knowing this English so that the tour guide can communicate and serve guests well and the Rotterdam fort tour guide also explained information about the culture to the history of the Rotterdam fort. As a place of tourism, there was also a place for learning English, where every Sunday many young and old people studied in that place. That people come to the fort of Rotterdam can also communicate with each other with foreign tourists.

How important is English in terms of the world of work and so on? There are still many respondents take the time to train or hone their English during the pandemic. Because during the pandemic there are much free time available at that time.

2. English language barrier in fort Rotterdam

Of the more than 400 employees are in the fort of Rotterdam, there are also many employees have been sent for certain affairs, but there are still many employees haven't been sent. Employees at Fort Rotterdam work in shifts, alternating entering the work area at Fort Rotterdam. From the survey results, the authors obtained 40 employees became respondents in this study and the results are only a small number of employees do not understand English. The obstacle factors for employees do not understand English is caused by the work factor in the Rotterdam fort, some do not have a job relationship with English.

3. English supporter in fort Rotterdam

Factors that can support the potential development of the use of English in the

Rotterdam fort is the large number of foreign tourist visitors generally can use English so that it can trigger the enthusiasm of employees to learn English and can also be used for career development in their work. In the fort of Rotterdam, there are already several tour guides are fluent in English, especially employees whose work is still related to speaking English. In the fort of Rotterdam, he has also made a program related to the English language at that time, most BPCB employees were enthusiastic about participating in the program.

CONCLUSION

Based on the results of research and data analysis that has been carried out, researchers can conclude that English has a very important role for the staff of the Rotterdam fort because the Rotterdam fort is one of the tourist attractions visited by many foreign tourists. Employees or staff are expected to be able to speak foreign languages, especially English so that they can guide or communicate and serve guests well. Employees or staff in the Rotterdam fort are also expected to be able to explain information about the culture to the history of the Rotterdam fort. In addition, employees master English will help build connections with certain agencies and can facilitate interests or cooperative relationships with foreign parties. Another very important role is when fluent in English, the employee can be sent to represent the agency in certain matters to communicate orally or in writing with outsiders or foreign parties.

From about 400 more employees are in Fort Rotterdam, the authors obtained as many as 40 employees became respondents in this study. The results obtained are only a small number of employees do not understand English. The inhibiting factor for employees do not understand English is caused by the work factor in the fort of Rotterdam, some do not have a job relationship with English, and some lack the motivation to deepen their English.

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