LANGUAGE SIGN IN SIDOARJO GOVERNMENT SERVICE BUILDING

THESIS



BY: MUHAMMAD AGIEL ARDYANSYAH REG. NUMBER: A73216123

ENGLISH DEPARTMENT
FACULTY OF ARTS AND HUMANITIES
UIN SUNAN AMPEL SURABAYA
2020

DECLARATION

I am the undersigned below:

Name : Muhammad Agiel Ardyansyah

NIM : A73216123

Department : English Department

Faculty : Arts and Humanities

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APPROVAL SHEET

LANGUAGE SIGN IN SIDOARJO GOVERNMENT SERVICE BUILDING

By

Muhammad Agiel Ardyansyah Reg. Number: A73216123

Approved to be examined by the Board of Examiners, English Department, Faculty of Arts and Humanities, UIN Sunan Ampel Surabaya

Surabaya, 5 January 2021

Thesis Advisor

Prof. Dr. Hj. Zuliati Rohmah, M.Pd. NIP.197303032000032001

Acknowledged by: The Head of the English Department

Dr. Wahju Kusumajanti, M.Hum. NIP 197002051999032002

Malyn

EXAMINER SHEET

This thesis has been approved and accepted by the Board of Examiners, English Department, Faculty of Arts and Humanities, UIN Sunan Ampel Surabaya 20 January 2021

The Board of Examiners are:

Examiner 1

Examiner 3

Prof. Dr. Zuliati Rohmah, M.pd NIP. 197303032000032001

Examiner 4

Examiner 2

Dr. A. Dzoul Milal, M.Pd NIP 196005152000031002

Suhandoko, M/Pd NIP. 198905282018011002

Raudlotul Jannah, M.App.Ling

NIP. 197810062005012004

Acknowledged by: The Dean of Faculty of Arts and Humanities

Sunan Ampel Surabaya

us Aditoni, M.Ag. 210021992031001



KEMENTERIAN AGAMA UNIVERSITAS ISLAM NEGERI SUNAN AMPEL SURABAYA PERPUSTAKAAN

Jl. Jend. A. Yani 117 Surabaya 60237 Telp. 031-8431972 Fax 031-8413300 E-Mail: perpus@uinsby.ac.id

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ABSTRACT

Agiel, M. (2020). *Language Sign in Sidoarjo Government Service Building*. English Department, UIN Sunan Ampel Surabaya. Advisor: Prof. Dr. Hj. Zuliati Rohmah, M.Pd.

Keywords: linguistic landscape, government service building, Sidoarjo

This research aims to analyze the language sign found in the government service building in Sidoarjo. The researcher is interested in investigating the Language used by the Sidoarjo government because, as far as the researcher knows, it is very little that research on the linguistic landscape makes use of government building facilities as the main study. Moreover, no study focuses on examining government service buildings. There are two problems to be solved in this research, namely: (1) What are the languages used by the Sidoarjo government service building (2) What are the categories of signs that the Sidoarjo government service building used.

This research used a qualitative approach because it gathered non-numerical data. This examination utilized descriptive exploration in the printed investigation to dissect the language signs used and their type. The data were collected by first taking some pictures of signs in the Sidoarjo government service building. The analysis began with highlighting the languages used and its type, such as monolingual, bilingual, and multilingual, classifying them into a table and analyzing each type of sign.

By the end of this research, the researcher found only two languages: Indonesian and English. Those languages are presented in two kinds of language types; monolingual and bilingual. Indonesian has the highest percentage of English. It makes Indonesian became a dominant language used as the language signs in government service building in Sidoarjo. The researcher also categorize the languages signs into five categories; Direction sign, cautioning sign, place name, information sign, guideline sign.

ABSTRAK

Agiel, M. 2020. *Tanda Bahasa di Gedung Dinas Pemerintah Sidoarjo*. Program Studi Sastra Inggris, UIN Sunan Ampel Surabaya. Pembimbing: Prof. Dr. Hj. Zuliati Rohmah, M.Pd.

Kata Kunci: lanskap linguistik, gedung pemerintahan, Sidoarjo.

Penelitian ini bertujuan untuk menganalisis papan penanda yang ditemukan di gedung layanan pemerintah di Sidoarjo. Peneliti tertarik untuk menyelidiki bahasa yang digunakan oleh pemerintah Sidoarjo. karena, sejauh yang peneliti ketahui, sangat sedikit penelitian tentang lanskap linguistik menggunakan fasilitas bangunan pemerintah sebagai studi utama. Selain itu, tidak ada studi yang berfokus pada pemeriksaan gedung layanan pemerintah. Ada dua masalah yang harus dipecahkan dalam penelitian skripsi ini, yaitu: (1) Apa bahasa yang digunakan oleh gedung layanan pemerintah Sidoarjo (2) Apa jenis tanda-tanda yang digunakan pemerintah Sidoarjo.

Penelitian ini menggunakan pendekatan kualitatif karena mengumpulkan data non-numerik. Secara khusus, penelitian ini menggunakan penelitian deskriptif dalam analisis tekstual untuk menganalisis tanda-tanda bahasa yang digunakan dan jenisnya. Data dikumpulkan dengan terlebih dahulu mengambil beberapa gambar tanda di gedung dinas pemerintah Sidoarjo. Analisis dimulai dengan menyoroti bahasa yang digunakan dan jenisnya seperti bahasa tunggal, dwibahasa dan multibahasa, mengklasifikasikannya ke dalam tabel dan menganalisis setiap jenis tanda,

Pada akhir penelitian ini, peneliti hanya menemukan dua bahasa secara total: Bahasa Indonesia, dan Bahasa Inggris. Bahasa-bahasa tersebut disajikan dalam bahasa tunggal dan dua bahasa. Bahasa Indonesia memiliki persentase tertinggi daripada bahasa Inggris. Itu membuat bahasa Indonesia menjadi bahasa yang paling banyak digunakan sebagai tanda bahasa di gedung layanan pemerintah di Sidoarjo. Peneliti juga mengkategorikan tanda bahasa menjadi lima kategori; Tanda arah, tanda hati-hati, nama tempat, tanda informasi, tanda petunjuk.

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CHAPTER I

INTRODUCTION

This chapter introduces the present study. It describes the study's background, objectives of the study, significance of the study, scope and limitation of the study, and the definition of critical terms.

1.1 Background of the Study

Sidoarjo, like other cities in the world, has many government service areas or buildings, with the growth of the multi-cultural peoples who speak in multilingual languages who were living and moving to Sidoarjo city. The local government should provide a government service area or building that supports the multi-cultural and multilingual people. Therefore in the government building, there are some language signs that the researcher found.

Linguistic landscape signs are utilized to scatter messages of overall population intrigue, for example, topographic data, headings, alerts, and so forth. Open signs additionally show up in business settings like promoting and publicizing, where they can attract consideration regarding a business or item (Backhaus, 2007, p. 5). The linguistic landscape is a sociolinguistic sign in that they also represent an option that is other than themselves. In this manner, an open sign is a signifier that identifies with an implied, for example, an organization, an item, a place, a standard, or some other idea. Then again, a sign shows a bearing on the best way to get to a site, as on account of direction signs, or point it out, as

advertisement signs do. The point of this examination is to demonstrate that LL can give essential bits of knowledge into the semantic circumstance of language use, including common examples of Language used, official language approaches, predominant language dispositions, control relations between various etymological gatherings, and the long haul results of language contact, among others (Backhaus, 2007).

Language is around us in literary areas as it is shown on shop signs, advertising signs, notices, government signs, road signs, and so forth. (Durk Gorter, 2006). More often than not, individuals do not by any stretch of the imagination care about language use as a piece of human lives, They utilized it just for correspondence among one and another, and some of them don't generally give much consideration to Linguistic Landscape. Particularly, Indonesian people do not give much consideration to this scope of the study. LL has even been utilized in the abroad area to include non-native English speakers in elementary schools in California (Tafoya, 2002). Groter and Cenoz (2007) state LL thinks about spotlights on the examination of the accessible composed data on language signs in the specific territory.

There are some varieties of text and Language that displayed on the sign of place, name, etc. In Sidoarjo, there are some government buildings that use the sign of multilingualism to make it easier for people to understand the name of the places. Sidoarjo. As a result, many person from different districts and countries come and live in the cities. Especially in Sidoarjo, there are a lot of government buildings that have a lot of multination and Multilanguage people, in this thesis

proposal the researcher examined the use of the multilingual sign in the government building in Sidoarjo.

Gorter (2007) said that the language decent variety in the Linguistic landscape is affected by multilingualism and bilingualism. It is a typical wonder in the sentences. The language decent variety and the distinctive language imperativeness have essential ramifications for the people and the social orders.

To conduct the research, the researcher found some linguistic landscape researches and found the gap of the previous studies. And The first research is from Durk Gorter (2007) analyzes the linguistic landscape in Rome, Gorter depicts and breaks down parts of multilingualism and decent variety in Rome Linguistic landscape. This investigation centers around four distinct neighborhoods LL to discover the assorted varieties and the qualities of bilingual and multilingual signs. This examination expects to see better about the multiculture and the multi-social in Rome. This investigation utilizes a descriptive methodology for estimating the assorted variety of Language in the sociolinguistic setting.

The second is from Wang (2015) researches the use of sign and LL in Kyushu university. This examination is talked about multilingual college grounds signs in Japan, another endeavor to build up the extent of linguistic landscape study. Because of the three measurements set forward by Trumper-Hecht (2010) who sees the linguistic landscape as a sociolinguistic spatial accident. This investigation leads to linguistic landscape examination into the setting of multilingual grounds invigorated by internationalization and means to investigate

how languages utilized in signs are managed or arranged in Japan, how the universities LL is developed, and how the sign users see the multilingual grounds they are living in.

The third is from the researcher's previous study, inspired by Wang (2015)

Agiel (2018) examined the sign of multilingualism at universities in Surabaya,

The study is about how some universities in Surabaya provide a multilingual sign for their local and foreign students.

The fourth is Fakhiroh and Rohmah's (2018) LL study that looks into examined the LL in Sidoarjo Regency. This examination is focused on the noticeable languages and the extents of top-down and bottom-up signs in the Sidoarjo Regency. Rohmah and Fakhiroh state that the majority language in the Sidoarjo is the Indonesian Language. The native tongue, Javanese Language, is inconsistently found in the Sidoarjo Regency linguistic landscape. The elements of the signages in Sidoarjo Regency additionally are talked about in this examination.

From all of the previous studies above, the researcher found the gap from the previous study and all of the previous studies above mostly talk about universities, and city's linguistic landscape, but as far as the researcher knows, there are no research that examined the use of the multilingual sign in government service building, So this study fulfill the gap that there is no Linguistic Landscape study about the Government service building. The researcher examines that gap by using this study research questions, how LL portrayed in Government service

building, and what is the categories of signs displayed in government service building in Sidoarjo.

This present study is also filling the gap by researching the classes of the signs and the explanations behind the languages used. This present study, "Sign of Multilingualism and Language Diversity in Sidoarjo Government Service Building: a Linguistic Landscape Study" examines two research questions, they are what is languages that used or displayed and what the categories of the signages are. The researcher uses two government service buildings in Sidoarjo: a) RSUD Sidoarjo and b) Polresta Sidoarjo, as the data sources.

The reason why the researcher used the government service building in Sidoarjo is that most of the Sidoarjo society is bilingual. Bilingual itself is the ability to speak more than one Language (Spolsky & Cooper, 1991). The linguistic data can be easily found in Sidoarjo, especially in the place for public government service buildings such as hospitals and police offices. So, the researcher thinks that it is easy to discover the bilingual or multilingual signs in the government service buildings in Sidoarjo.

The present researcher interested to analyze how is the government of Sidoarjo provides the multilingual sign to help their multi-cultural and multilingual people and to describe the use of the multilingual sign in government service building in Sidoarjo, The researcher used government service building in Sidoarjo as the source of the data because as we know the government service building many people come and go at the area, especially sometimes some local people come to the building for many business like making driving license, take

medicine, etc. Inevitably must use a sign of Language to help the people to understand a suitable area for their business.

1.2 Problems of the Study

Based on the background of the study above, this research aims at answering the research questions formulated below:

- 1. What are the categories of signs in the government service buildings in Sidoarjo based on the languages?
- 2. What are the categories of signs in the government service buildings in Sidoarjo based on the function?

1.3 Significances of the Study

This study expected the presence research to help another researcher to improve the study of LL or the other related topic study, this examination is relied upon to add to the advancement of the semiotic investigation, especially in analyzing linguistic landscape of a region utilizing multilingual and bilingual data, this study concerned on with the linguistic forms, codes or Language, which are chosen to be displayed on the government service building.

1.4 Scope and Limitation

The linguistic landscape study provides the researcher to collect the data as much as possible to support their analysis. And there are some weaknesses or limitations that could make the researcher's present study meet some trouble, the researcher could adding some object of data or for this case is to add more government service building that using a sign of multilingualism in their area. The

scope of this study is from government service building in Sidoarjo, and there are some limitations that the researcher faced in this study, the first is from the local authorities in some building it is prohibited to take some pictures inside, so the researcher solves it by making some official letter to the local authorities, second is the researcher challenging to choose the area to analyze because there are many government service buildings in Sidoarjo.

1.5 Definition of Key Term

Linguistic Landscape is the research of Language showed on shop windows, business signs, blurbs, government signs, road signs, etc.

Bilingual is a thing or person that contains and able only two different languages.

Multilingualism is a thing or person that contains and able more than two different languages.

Signage is Signs that tell people what something is or where to go.

Sidoarjo Regency is one of the cities flanked by Surabaya city and Gresik Regency, and has a zone of 634.89 km², making Sidoarjo become the littlest city in East Java.

Government Service Building is an area that the government uses for Public administrations gave by the government authority to individuals living inside its purview, either straightforwardly (through the public area) or by financing arrangement of administrations.

RSUD Sidoarjo is a medical hospital owned by the Sidoarjo government.

Polresta Sidoarjo is a police office that uses for police and law purposes.



CHAPTER II

REVIEW OF LITERATURE

This chapter presents related theories utilized in this study. This part contains the linguistic landscape, language utilized in the government service building, and its type.

2.1 Basic Concept of Linguistic Landscape

The sentence of "Linguistic Landscape" relates to the language or linguistic spot that marks the public areas (Ben-Rafael, 2009, p.40). A generally cited meaning of LL (Linguistic Landscape) is: "The language of public road signs, advertising billboards, street names, place names, commercial shop signs, and public signs on government buildings combines to form the linguistic landscape of a given territory, region, or urban agglomeration" (Landry & Bourhis, 1997).

The historical process is likewise conceivable to explore in the phonetic scene. In nations with a past filled with colonization, for instance, such examinations can be utilized to follow the advancement of the local Language that was already in rivalry with or persecuted by those languages which hold control. (Rassool, 2013) and there is a tons to be found in spots where compromised Language, for example, Breton or Corsican are experiencing rejuvenation (Blackwood, 2014).

A few researchers (Spolsky and Cooper 1991) recognize the power that the Linguistic Landscape provides for the character. for instance, guarantee that

"occasions of composed Language in the scene are relics of transactions over space, as well as gainful signs past research could be utilized to educate the chronicled contemplations that go into doing an investigation.

LL examines, as set up beforehand, are not fixed regarding what they attempt to research or how they approach portions found inside a space. Here, I present a talk of the theoretical thoughts which will begin here onwards, prompt this assessment. These thoughts spread globalization and multilingualism from a sociolinguistic perspective and how these issues may best be served both experimentally and scientifically. The way toward gathering information for this investigation was educated by past strategies utilized in LL. Since these areas are genuinely enormous, it was chosen, keeping following past linguistic landscape thinks about (Spolsky & Cooper, 1991).

The linguistic landscape has been portrayed in the literature as "ideologically loaded" and "symbolically constructed" (Gorter, 2006). It works so that visual Language itself focuses on problems that are significant to some particular territories. Besides, a LL is a social space that legitimately reflects privately arranged sociocultural procedures. Blommaert (2013) proposes that signs with regards to social spaces "tell us a lot about the users of the space, how users interact with signs, how users influence and are influenced by them; they start telling stories about the cultural, historical, political and social backgrounds of a certain space" and Linguistic Landscape investigation gives a fitting methods for investigation into the way that wonders, for example, globalization are capable and haggled in unique social conditions.

Trumper-Hecht developed Lefebvre's (1991) thought of "Room" and saw Linguistic Landscape to be as a sociolinguistic-spatial commonly utilized.

Lefebvre finishes up LL to the visual bit of a room that may change in various social settings as necessities are with the highlights of that society Trumper-Hecht (2010). This evaluation brings LL assessment concerning the setting of multilingual grounds used by internationalization. The use of Linguistic Landscape show the "social reality" through Language spreads on the understudies. The globalization establishment empowers the game plan of the multilingual and multiethnic organization on grounds with its features.

Trumper-Hecht (2010) made three parts of room proposed by Lefebvre in *The Generation of Space* (1991, p. 237) and clarified that the "spatial practice" can be seen as the "physical" estimation that shows "the genuine apportionment of language used on signs"; the "envisioned space" can be seen as the "political" estimation that reflects "viewpoints and conviction frameworks held by different technique makers whose courses of action structure the Linguistic Landscape"; and the "lived space" can be seen as the "test" estimation that presents the manners of "tenants".

2.2 Sign

A sign is a critical thing that is portrayed as representing to something other than itself. Signs are found in the actual kind of words, pictures, sounds, acts, or things (this actual structure is from time to time known as the sign vehicle). Signs have no significance trademark and advanced toward turning out to be signs exactly when sign customers contribute them with significance

concerning an apparent code (Chandler, 2007). Advertising signs, street names, room names, and shop signs can moreover be seen as a sign since they structure the actual word in a composed language.

Spolsky and Cooper (1991) additionally order the signs into the various categories to assemble communication via gestures of scientific categorizations. They give three potential scientific categorizations. They are; a). The signs scientific categorizations dependent on the capacity and the utilization of the signs, (for example, road sign, promoting sign, cautioning notices, building names, useful signs, memorial plaques, signs marking item, and spray painting), b). The signs scientific categorization on the forms used in the signs or subject to the actual kind of the sign physical characteristic, (for instance, metal, tile, snippet, wood, stone) and c). The signs scientific categorizations dependent on the Language used and the quantity of languages in the signs, (for instance, a monolingual signs, multilingual signs, and bilingual signs).

Based on the amount of languages utilized in the sign, there are three kinds of signs. They are monolingual, bilingual, and multilingual. Monolingual characterized as the state of having the option to communicate in just a single language. While, bilingual characterizes as the capacity to utilize two languages, and multilingual characterized as the capacity or the capability to utilize multiple languages.

Spolsky and Cooper (1991) divides the signages into the different criteria for building the taxonomy of signage languages. They offer three possible taxonomies, they are:

- a. Taxonomic signages in view of its capacity and utilization of signages,
 (for example, road signs, advert signs, alert and disallowances, building names, data signs, dedicatory signs, naming signs, and spray painting or wall painting)
- b. Taxonomic signage is based on its materials utilized in signs or based on signs material shape (such as steel, tile, paper, wood, stone)
- c. Taxonomic signages based on dialects utilized and an enormous number of dialects in signs, (for example, monolingual signs, multilingual signs, and bilingual signs).

In the multilingual word or content examination, According to Reh (2004) there are four kinds of multilingual information. They are 1) corresponding, 2) duplicating, 3) fragmentary, and 4) covering. In the complementary type, the assorted information is written in a substitute language. In this sort, the reader should expert the languages in the substance to appreciate it. Duplicating type, comparable substance, and comparable information are written in different dialects. In the fragmentary sort, the information is written in one Language anyway. There are a couple of bits of the information is in the other Language. Every kind of multilingual data uses halfway interpretation in the method for writing.

2.3 Monolingual

The sign is typical in monolingual regions that signs are written in one Language only (Spolsky & Cooper, 1991). The use of one Language in monolingual regions can reflect the identity of the original Language that local

society uses to communicate in daily use. A monolingual sign can be found in the village or region that most people still keep their mother language and they do not want to adapt to other languages. For example in villages or suburban where are far from the city and the local society still keep their tradition with use their mother language for daily communication and refuse to adapt to other foreign languages. As well as, when the people are creating a sign, they will use their Language able to be understood of the meaning. As definitely Spolsky and Cooper (1991) they are composing a sign with a word they know.

2.4 Bilingual and Multilingual

The signs are designed for two or more scripts of different languages and are intended for international guests or speakers of other languages in multilingual regions (Spolsky and Cooper, 1g991). It can be said that a bilingual sign is a sign with two scripts in different languages. In comparison, a multilingual sign has more than two scripts in different languages. The phenomenon often happens in the multilingual area likes in Indonesia. Indonesia has many languages use, but dominantly Bahasa Indonesia becomes an official language. Then, English is the second Language and followed other languages likes Chinese, Arabic, Javanese, etc. The use of foreign languages, especially in Indonesia, able to point out to foreigners who do not know Bahasa Indonesia. In order to, they can be easy to understand the meaning. Moreover, foreign languages in Indonesia can be purposed for marketing, congratulation, celebration or event, and any purposes that the case can be found in every advertisement sign in Indonesia.

The meanings of a multilingual itself have continuously turned out to be more extensive: any individual who has insignificant fitness in one of the four abilities (talking, listening, reading, and writing) in a language that isn't the principal Language, or any person who controls in any event two dialects qualifies. Models have in this way turned out to be vaguer, also progressively adaptable, conceptualizing bilingualism as a continuum instead of classification. One significant new perspective in considering the meaning of bilingualism is its particular verifiable, political, and financial settings (Dewaele and Housen, 2002).

In the popular view, being multilingual equivalents having the option to communicate in two languages flawlessly; this is additionally the methodology of Bloomfield (1935 p.56), who characterizes multilingualism as 'the local like control of two languages. Ben-Rafael, E (2009) brought up that multilingual is not similarly familiar to all subjects in both their languages and this is a result of the complementarity's guideline: multilingual utilize their languages for various purposes, with various questioners, in various areas of life. Levels in capability in a language may in this way shift contingent upon the requirement for that Language and the area in which it is utilized. Analysts currently by and large recognize that multilingualism isn't in itself destructive in any capacity and that it "brings opportunities not only to the individual but also to the society as a whole" Chandler, D (2007).

This research examines the information from each point of view for the examination of grounds linguistic landscape and investigates: first, how Language utilized in signs are managed or arranged at a government service area in

Sidoarjo. And Second, how the sign multilingualism frequently used at government service building LL.

2.5 Sidoarjo

Sidoarjo Regency is a town (*Kabupaten*) of East Java, Indonesia. Surabaya city and Gresik Regency border Sidoarjo Regency toward the north, by Pasuruan Regency toward the south, by Mojokerto Regency toward the west, and by the Madura Strait toward the east. Sidoarjo is the littlest regency in East Java. As of the 2010 Census, Sidoarjo Regency had a populace of 2.191.489. The most recent authority gauge (as at 2014) is 2.279.034. The regency is part of Surabaya's areas, known as 'The Gerbangkertosusila (Gresik, Bangkalan, Mojokerto, Surabaya, Sidoarjo, and Lamongan) territory. The huge of the entire area is 719,63km2 (http://portal.sidoarjokab.go.id/kabupaten-sidoarjo).

2.6 RSUD Sidoarjo

RSUD Sidoarjo is a government-owned public hospital in Sidoarjo Regency, a place of health services for residents of the Sidoarjo Regency. The building that was built on 17 August, 1956, was at Soetomo Street Sidoarjo (http://rsd.sidoarjokab.go.id/pages/sejarah), Even though the service is very simple, the enthusiasm of the residents is very high, to provide maximum services, the location of the Hospital was moved to Mojopahit Street, 667, Sidoarjo in 1972.

2.7 Polresta Sidoarjo

Polresta Sidoarjo is a police station that covers the legal and law area in Sidoarjo regency. Besides that, Polresta Sidoarjo also serves a variety of public services such as making SKCK (Good Behavior Records), making driving licenses, extending driving licenses, etc. Polresta Sidoarjo is located on Jalan Kombes Pol M. Duryat, Sidoarjo. In addition, the total area of the Polresta Sidoarjo is around 5000m2 (https://tribratanewspolrestasidoarjo.com/).



CHAPTER III

RESEARCH METHODS

This chapter introduces the methodology of the research. It describes the research design, data and data source, research instrument, the technique of collecting data, and the technique of analyzing data.

3.1 Research Design

This research used descriptive qualitative study. The researcher analyzed the findings and the researcher used a qualitative design. According to Dornyei (2007), qualitative research is fundamentally interpretive. It means that interpretation is the main point used in analyzing data, and it refers more to verbal and descriptive data used to solve problems that arise. Also, this research used descriptive because it is conducted to describe and analyze the data.

3.2 Research Instrument

This research used instrument to gather and examine the information of this research consists of the human instrument and non-human instrument. The human instrument is the researcher himself because the researcher is the collector and the person who analyzed the data, the researcher also using a non-human instrument that is the mobile phone. After all, it needs to take the photo or the data collected from some multilingual sign in government service buildings in Sidoarjo.

3.3 Data and Data Sources

The research data of this research are focused on words, pictures and phrases that related to the study of LL in the government service area in Sidoarjo. The data source of this project from the government service area, based on the official website of Sidoarjo government http://www.sidoarjokab.go.id/ there are 16 government service buildings in Sidoarjo, but the researcher only takes two buildings that represent the whole government service building in Sidoarjo government service building. Even there were so many buildings that its multilingual signs could analyze, but the researcher only chooses local policy maker facilities. The two buildings used as the research sites were considered to be adequate to capture, and also because these two buildings were the most likely to be visited by foreign tourists.

3.3.1 The Complete List of the Data Source

The informations are taken from around the structure inside and outside the structure from the list below.

- 1. RSUD Sidoarjo
- 2. Polresta Sidoarjo

The researcher used 2 buildings because that building is the vital objects that visited by multi-cultural and multilingual peoples. So it must be providing a multilingual sign to make people easier to understand the signs.

3.4 Technique of Data Collection

In the LL study, the data taken subject to taking photographs from the snapping the picture in the LL study should be done by the stripped eyes. Here the

researcher assembled the data by taking photos of the signage in two government service buildings and it needs 1 month to gather the data. And the researcher utilized a cell phone camera to perceiving the data. The steps of collecting were:

- The writer makes a list that consists of the government service buildings in Sidoarjo.
- 2. The researcher comes to the buildings, one by one based on the list.
- 3. The researcher walked around and took some photos of the data.
- 4. The researcher collected the data photo and divided it into two types of data sources based on the data source above.
- 5. The researcher after snapping the photos for the information or the data, the analyst chooses and ascertaining the information on the signs. The analyst was choosing the information to recognize which is to utilize bilingualism and multilingualism.

3.5 Technique of Data Analysis

After gathering the information, then the researcher moves to inspect the information of the data. Every instance of visual Language in some government service building is photographed. And then the analysis of the sign of multilingualism is based on several languages which were like Indonesian, English, and other languages. By using the guidance of some theory and previous research of the LL. This research analyzed the number of each Language from the data or from the sign of multilingualism that gained from some government service building in Sidoarjo.

As for the data, the researcher divided the data of Language displayed based on how many languages displayed in the building in the following table:

Table 3.1 Example of Languages Displayed in the LL of RSUD Sidoarjo

Table 3.1 Example of Languages Displayed in the LL of K50D Sidual jo					
Monolingual			Bilingual		Multilingual
Indonesian	English	Others	Indonesian-English	Others	Others
Total		Total:	Total:		

To respond to the second research problem, the information introduced in the table which had been arranged from the characteristics for the signages and the languages being shown, for example, direction sign, caution notice and prohibition, place name, useful or information sign and guideline from the different subject e.g in this case is government service building in Sidoarjo and after that pursued by investigation or analysis. See the following table.

Table 3.2 Type of Signs in RSUD Sidoarjo

Categories	Number of Signs
Direction Signs	
Caution notice and prohibitions	
Places name	
Useful Signs	
Guidelines	
Total	

Table 3.3 Type of Signs in Polresta Sidoarjo

Categories	Number of Signs
Direction Signs	
Caution notice and prohibitions	
Places name	
Useful Signs	
Guidelines	
Total	

After every one of the steps done by the analyst, at that point, the researcher finished up or conclude the investigation of this study.

CHAPTER IV

FINDINGS AND DISCUSSIONS

This part is the fundamental area of the current investigation. It reports the consequence of the exploration investigation that contains two subsections: finding and conversation. The finding and discussion are introduced to answer the issues of the investigation.

4.1 Findings

The findings of this research are partitioned into two focuses dependent on the research places: a) RSUD Sidoarjo b) Polresta Sidoarjo. Each point contains two sub-focuses to respond to the research questions. The primary sub-point addresses the inquiry regarding the language types in the LL of focused spots. This question replied with the number of languages found in the signs of the building. The writer additionally classifies the kind of languages into monolingual, bilingual, and multilingual. Monolingual is for the signs that contain only a solitary sort of Language, bilingual is for the signages that contain two dialects or languages, and multilingual is for the signs that contain various or multiple languages.

The next sub-point responds to the question regarding the classifications of LL signs in the focused on the region. There are five characterizations gave by the writer to arrange such a signs. For example, advert signs, cautioning notice and prohibitions, places name, useful signs, and guidelines.

4.1.1 Language on Signs in Government Service Building

In these findings, the researcher shows and explains the data that are found based on results during observation. The researcher successfully collected 111 data (words, phrases, or sentences in different languages) of 2 government service buildings in Sidoarjo. Whereas, the data from RSUD Sidoarjo are collected 51 data (words, phrases, or sentences in different languages), and the data from Polresta Sidoarjo are collected 60 data. Furthermore, the researcher explains the results of findings for the kinds of language use on RSUD Sidoarjo and Polresta Sidoarjo.

4.1.1.1 RSUD Sidoarjo

RSUD Sidoarjo is a government hospital located in Mojopahit Street No.667, Sidoarjo, East Java. It is owned and organized by the Sidoarjo regency government and it was established on 17 August, 1956.



Figure 4.1: RSUD Sidoarjo Building



Figure 4.2: Map Image Location of RSUD Sidoarjo

This chapter examines the kinds of Language used in RSUD Sidoarjo, or to investigate the frequency used of monolingual, bilingual, and multilingual signs used by RSUD Sidoarjo. The writer arranges the total of signs and categorize hem into monolingual signs, bilingual signs, and multilingual signs. The result is provided in Table 4.1 below.

Table 4.1 Kind of Languages Displayed in the LL of RSUD Sidoarjo

Monolingual		Bilingual		Multilingual	
Indonesian	English	Others	Indonesian-English	Others	Others
25 (83%	5 (17%)		21 (100%)		
Total: 30 (59%	6)		Total: 21 (41%)		Total:

There are complete 51 signs found in RSUD Sidoarjo. As indicated by the table (see Table 4.1) Indonesian Language (83%) is the largest part language for the monolingual sign. The Indonesian Language was found in the 25 signs (83%)

from complete 30 monolingual signs. In addition, the vast majority of monolingual signs tied in with Cautioning notice and prohibitions, and places name. Furthermore, monolingual signs written in English is not discovered (17%). Just five signs discovered written in English, which the majority of them are about guidelines of certain instruments and direction signs.

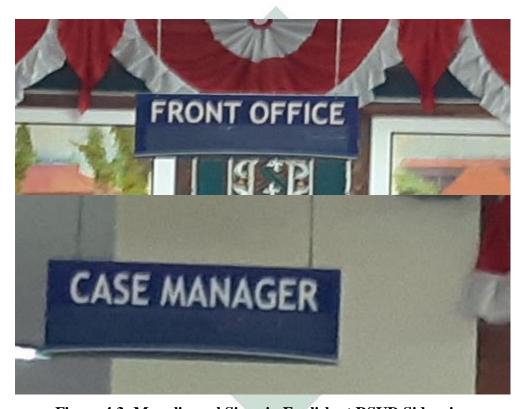


Figure 4.3: Monolingual Signs in English at RSUD Sidoarjo





Figure 4.4: Monolingual Signs in the Indonesian Language

The monolingual signs found at the RSUD Sidoarjo, for the example above in Figure 4.3 and Figure 4.4. The monolingual signs found at RSUD Sidoarjo valuable for showing the identity of some places such as, front office space, case manager office, and to show the sign of parking location.

Meanwhile, the writer finds that twenty-one from every one of the twenty-one bilingual signs written in Indonesian-English (100%) implies no bilingual signs were discovered other than Indonesian-English. The example of bilingual signs in Indonesian-English are shown in Figure 4.5 and 4.6 below.



Figure 4.5: Bilingual Signs in Indonesian-English.



Figure 4.6: Bilingual Signs in Indonesian-English.

The purpose of the sign also to make the readers (In this case is local and foreign medical patients) knowing the name of the place and also to make the visitor get into the place easily. The signs offer data to the local patients or foreign patients or visitor knowing that the place is a 'Security Office' Indonesian

language 'Kantor Satpam or Keamanan' is engraved in the sign to influence individuals to comprehend the place name more effortlessly since the sign is proposed for Sidoarjo local people.

Furthermore, there are no multilingual data (0%) found in LL of RSUD Sidoarjo. In conclusion, there are two languages found in the LL of RSUD Sidoarjo: Indonesian and English. The Indonesian Language is considered as the larger part language utilized in the LL of RSUD Sidoarjo.

4.1.1.2 Polresta Sidoarjo

Polresta Sidoarjo is a state police office located in Kombes Pol. Moh.

Duryat Street No. 45, Sidoarjo, East Java. Now is led by Kombes Pol. Sumardji.

The large of the whole building is 5000m2. Polresta Sidoarjo served for criminal case, making driving license, etc.



Figure 4.7: Image of Polresta Sidoarjo Building



Figure 4.8: Map Image Location of Polresta Sidoarjo

To show findings of the examination in Polresta Sidoarjo, the researcher classifies the numbers of signs found and categorizes them into monolingual, bilingual, and multilingual. The utilization of LL in Polresta Sidoarjo is practically the same as RSUD Sidoarjo. The total signs found in Polresta Sidoarjo is 60 signs. Indonesian languages take the first spot in monolingual signs with a total of 40 signs (85%) are found. The uses of the Indonesian Language are dominated by direction signs information and followed by English with a total of only seven signs (15%) which for the most part about the place name.

Table 4.2 Variety of Language Signs Displayed in the LL of Polresta Sidoarjo

Monolingual			Bilingual		Multilingual	
Indonesian	English	Others	Indonesian-English	Others	Others	
40	7		13			
(85%)	(15%)		(100%)			
Total: 47 (78,3%)			Total: 13 (21,7%)		Total:	



Figure 4.9: Monolingual Sign in the Indonesian Language



Figure 4.10: Monolingual Signs in English



Figure 4.11: Place Name Signs in English

Meanwhile, 13 indications of bilingual signs are found containing Indonesian-English (21,7%). In the signs, English is used to referencing some spot or place name, cautioning and prohibition signs, and so forth.



Figure 4.12: Bilingual Signs in Indonesian-English

Indonesian-English bilingual signs are the only bilingual type found in Polresta Sidoarjo with the number of data are 13 signs discovered in the whole area. It is the most used Language in the LL of Polresta Sidoarjo.

4.1.2 Function of Signs in Government Service Building

The kind of signs sorted by the capacity and utilization of the signs. There are five classifications of signs introduced here: direction sign, cautioning notice and prohibition, place name, useful sign, and guideline. The results shown in the Table 4.3 below.

4.1.2.1 RSUD Sidoarjo

Table 4.3 Categories of Signs in RSUD Sidoarjo

Categories	Number of Signs
Direction Signs	10 (19,6%)
Caution notice and prohibitions	7 (13,7%)
Places name	15 (29,4%)
Useful signs	14 (27,4%)
Guidelines	5 (39,9%)
Total	51 (100%)

Table 4.3 gives that the majority of signs are utilized for showing places name (29,4%). Any composed signs that tell the reader the name of the spots by reading the place name in that building. There are 15 signs out of 51 signs that are included in places name signs. The example of the place name in Figure 4.13 below.



Figure 4.13: Sign of Place Name in English

The following percentages are followed by signs for showing useful or information signs (27,4%) different kinds of signs can be included for this category, for example, advertising billboard, motto, or schedule and timetable board. The example of useful or information sign in Figure 4.14 below.



Figure 4.14: Useful or Information Sign

The following percentage is direction sign, there are 10 signs (19,6%) of direction are shown. exit route signs dominate the number of direction signs. The example of direction signs in Figure 4.15 below.



Figure 4.15: Sign of Direction

Cautioning notice and prohibitions signs consist of 7 signs (13,7%). As the name recommended, this classification includes any sort of cautioning notice and prohibition signs. The example of that sign in Figure 4.16 below.



Figure 4.16: Sign of Cautioning Notice and Prohibition

The guideline is the last kind of signs displayed in RSUD Sidoarjo. There are just 5 signs (9,9%) from 51 signs found in RSUD Sidoarjo. The guideline to utilize a few devices for the most part found in guideline signs that showed in RSUD Sidoarjo. The example of the guideline sign in Figure 4.17 below.



Figure 4.17: Guideline Sign

4.1.2.2 Polresta Sidoarjo

According to the function and use of the signs, five categories are presented here: direction signs, cautioning signs and prohibition, place name, useful or information sign, and guideline.

Table 4.4 Categories of Signs in Polresta Sidoarjo

Categories	Number of Signs
Direction Signs	17 (28,3%)
Caution notice and prohibitions	6 (10%)
Places name	31 (51,7%)
Useful signs	4 (6,7%)
Guidelines	2 (3,3%)
Total	60 (100%)

Table 4.4 above shows that most of the signs type in Polresta Sidoarjo is the place or spot name with the all outnumber of 31 signs (51,7%). Place or spot name signs can include a room name, building name, mark, and so on. The utilization of room names and building names dominate this category. And the example of a place name in Figure 4.18 below.



Figure 4.18: Place or Spot Name Signs at Polresta Sidoarjo

The next percentages are direction signs it has 17 data (28,3%). In the signs, the Indonesian Language is used to show some direction of places. The examples of direction signs in Figure 4.19 and Figure 4.20 below.

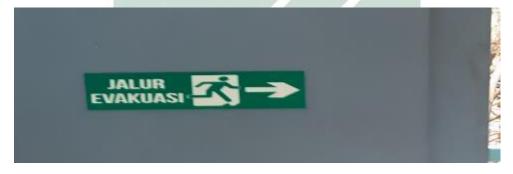


Figure 4.19: Direction Sign in Indonesian Language



Figure 4.20: Direction Signs in Indonesian Language

Furthermore, there are 6 signs (10%) of caution and prohibition notice signs found in Polresta Sidoarjo, for the example of caution and prohibition signs in Figure 4.21 and Figure 4.22 below.



Figure 4.21: Caution and Prohibition Signs



Figure 4.22: Caution and Prohibition Signs

The following percentages are followed by signs for showing useful or information signs, it has 4 data (6,7%) different kinds of signs can be included for this category, for example, advertising billboard, motto, or schedule and timetable board. The example of useful or information sign in Figure 4.23 below.



Figure 4.23: Useful or Information Sign

It contains schedule information of "One Gate Integrated System Room" of Polresta Sidoarjo.

The Guideline is the last kind of signs displayed in Polresta Sidoarjo. There are just 2 signs (3,3%) from 60 signs found in Polresta Sidoarjo. The guideline to utilize a few devices for the most part found in guideline signs that showed in Polresta Sidoarjo. The example of the guideline signs in Figure 4.24 below.





Figure 4.24: Guideline Signs Found in Polresta Sidoarjo

This findings propose that from all categories, the principle kind of LL in Polresta Sidoarjo is the place or spot name signs.

4.2 Discussions

In this part, the researcher looks at the findings of the data analysis. This investigation has focused on the investigation of the LL in two destinations:

Rumah Sakit Umum Daerah (RSUD) Sidoarjo and Kepolisian Resor Kota

(Polresta) Sidoarjo as the representative of government service building in

Sidoarjo. The study is directed to arrive at the goals of the examination: a) to

analyze how the languages are displayed in RSUD Sidoarjo and Polresta Sidoarjo

as representative of government service building. b) To investigate the categories

of language signs in government service buildings in Sidoarjo.

The researcher presents that the monolingual in the Indonesian Language has a strong position in two government service buildings. And Sneddon (2003) states that Indonesia, a multilingual, multi-cultural, and multiethnic nation with a thousand nearby dialects, communities, and cultures. The researcher found that there is only one national Language. And the researcher concludes all of the categories of signs in the government service building in Sidoarjo. It found from a total of 111 signs, Indonesian become occupies 99 signs (89%) in the monolingual sign. And English become the second-highest number of language occurs in the two government service building. Twelve signs from a total of 350 signs (11%) are English. The important thing of correspondence in the local society causes the domination of Indonesian. There are such native language identities here, for example, Javanese, and Madurese. But they need to stay in contact. So they utilize the official Language as the bridge in communication among them.

The first government service building in Sidoarjo is RSUD Sidoarjo, which appears only two languages found in this building area such as; Indonesian, English, and Indonesian-English. The highest number of the signs is monolingual, with 59%. The superiority of monolingual languages in this government service building is Indonesian (83%), followed by English (17%). There is no language in bilingual type other than Indonesian-English dominate its category (41%).

The second and the last government service building is Polresta Sidoarjo. same with the first building, Polresta Sidoarjo only has two languages that appears in the building area such as; Indonesian, English, and Indonesian-English. From all the 60 signs, Indonesian Language dominated the monolingual signs in this

area, 40 signs (85%). And the second Language, English completely different with Indonesian, it is only has 7 signs (15%) from the total of 60 signs in this area.

This research also examines the categories of sign in government service building in Sidoarjo. The researcher categorize its sign into five categories such as; Direction Sign, Cautioning and Prohibitation Sign, Place Name Sign, Useful Sign and Guideline sign. The writer not just analyzes what dialects are shown on the building signs but also examines the categories of signs, RSUD Sidoarjo displays more place or spot name signs than another type of signs. These place name signs are included such as room name, building name, marks, and so on. The utilization of room names and building names dominate this category. And Polresta Sidoarjo has the same type of language signs with RSUD Sidoarjo, it also displays more place or spot signs than another type of signs displayed, it is understandable, because in government service building such as RSUD and Polresta has many rooms, and it must be provided by a large amount of name place to make the local and foreign reader (visitor) can knowing the functions of each rooms.

After analyzing this research, the researcher sees that there are big identical part between two of government service building that may shows how government applies the use of the languages to their building area. Both of the government service building is the vital objects that many people will visit both of the building, so the government provide more understandable Language to their government service building, it can be proven from this research that indonesian is the largest language part of signs in both of the government service building,

larger than other language that found in both of the government service building. According to Ben-Rafael, Shomamy, and Trumper (2006), there are three main reasons for the domination of specific language in the LL is a power relationship; the identity of the community, selfpresentation, and customers reaction choosing a particular language. The reason for the sign maker in Government service building related to the three main reasons by Ben Rafael et al. (2006).

This research only aim to find out about the category of sign usage based on the language used and categories based on the function of the sign. The researcher has not yet explored the research on the reasons for the policy maker to make the sign and why only English and Indonesian appear in two government service buildings and based on this research the researcher suggests the future researcher to analyze the reasons for the policy maker to use these two languages in two government buildings.

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This chapter consists of some conclusions and suggestions gained from this research. The researcher presents the conclusion of this research and gives some suggestions for future researchers.

5.1 Conclusions

After collecting and analyzing the data, the writer makes an end dependent on the examination findings. The primary question is about how Language showed. There are only two languages displayed in RSUD Sidoarjo and Polresta Sidoarjo. There are two languages: Indonesian and English. Those languages presented in monolingual, and bilingual. From 111 signs found, there are 77 language signs written in monolingual (69%), 34 language signs written in bilingual (31%) and there are no multilingual signs found in those areas.

The second and last question is about the categories of language signs displayed. The researcher categorizes language type by five types: a) direction sign b) cautioning notice c) place name d) useful or information sign e) guideline sign. And its concluded that from 51 signs in RSUD Sidoarjo dominated by places name with 15 signs (29,4%), followed by useful or information signs with 14 signs (27,4%), direction signs 10 data (19,6%), cautioning notice and prohibition 7 data signs (13,7%), guideline 5 signs (9,9%). In addition, from the second government service building, Polresta Sidoarjo. it is found 60 language signs, same with RSUD Sidoarjo it is dominated by places name with 31 signs (51,7%),

followed by direction signs with 17 signs (28,3%), cautioning notice and prohibition signs 6 data (10%), useful or information signs 4 data (6,7%), the guideline has 2 signs (3,3%). The researcher concluded that most of the signs type in government service building is place-name signs.

5.2 Suggestions

Based on the research, the writer makes a few recommendations for the following analyst in future investigation. This examination just centered around dissecting the Language showed and its sort. In light of the exploration discoveries, there are a few recommendations for future examinations. Since this present research, investigation has found that the purpose of using some languages in the sign is to facilitate the local and foreign visitors, better for the next researcher to analyze the LL from the perspective of the visitor. To know the reader's response after reading the sign, whether the sign is useful for the visitor or not.

It will be better if the future scientist can circulate surveys or questionnaire to the local and foreign visitors to gain their opinion about the sign displayed in the government service building. Moreover, the future researcher can analyze the reason behind some language signs by interviewing the officers of the building.

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