

LINGUISTIC LANDSCAPE OF AIRPORTS IN EAST JAVA

THESIS



BY:

FIRDA HIDAYATUL ILMIA

REG NUMBER: A93218101

**ENGLISH DEPARTMENT
FACULTY OF ART AND HUMANITIES
UIN SUNAN AMPEL SURABAYA**

2022

DECLARATION

I am the undersigned below:

Name : Firda Hidayatul Ilmia
NIM : A93218101
Department : English
Faculty : Arts and Humanities
University : UIN Sunan Ampel Surabaya

truly state that the thesis I wrote is really my original work, and not a plagiarism/fabrication in part or in whole.

If in the future it is proven that this thesis results from plagiarism/fabrication, either in part or in full, then I am willing to accept sanctions for such actions in accordance with applicable provisions.

Surabaya, 21st March 2022

Who make the statement



Firda Hidayatul Ilmia

APPROVAL SHEET

LINGUISTIC LANDSCAPE OF AIRPORTS IN EAST JAVA
by
Firda Hidayatul Ilmia
Reg. Number: A93218101

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

Surabaya, March 21st, 2022

Thesis Advisor



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

Acknowledged by:
The Head of English Department



Dr. Wahyu Kusumajanti, M.Hum
NIP. 197002051999032002

EXAMINER SHEET

This thesis of Firda Hidayatul Ilmia (A93218101) has been approved and accepted by the Board of Examiners, English Department, Faculty of Arts and Humanities, UIN Sunan Ampel Surabaya on July 1st, 2022.

The Board of Examiners are:

Examiner 1



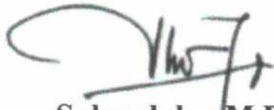
Prof. Dr. Zuliati Rohmah, M.Pd.
NIP. 197303032000032001

Examiner 2




Prof. Dr. A. Dzo'ul Milal, M.Pd.
NIP. 196005152000031002

Examiner 3



Suhandoko, M.Pd.
NIP. 198905282018011002

Examiner 4



Tristy Kartika Fi'aunillah, M.Pd.
NIP. 199303182020122018

Acknowledged by:
The Dean of Faculty of Arts and Humanities
UIN Sunan Ampel Surabaya



D. H. Mohammad Kurjum, M.Ag
NIP. 196909251994031002



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

LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI
KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS

Sebagai sivitas akademika UIN Sunan Ampel Surabaya, yang bertanda tangan di bawah ini, saya:

Nama : FIRDA HIDAYATUL ILMIA
NIM : A93218101
Fakultas/Jurusan : ADAB DAN HUMANIORA / SASRA INGGRIS
E-mail address : firdahilmia@gmail.com

Demi pengembangan ilmu pengetahuan, menyetujui untuk memberikan kepada Perpustakaan UIN Sunan Ampel Surabaya, Hak Bebas Royalti Non-Eksklusif atas karya ilmiah :

Sekripsi Tesis Desertasi Lain-lain (.....)
yang berjudul :

LINGUISTIC LANDSCAPE OF AIRPORTS IN EAST JAVA

beserta perangkat yang diperlukan (bila ada). Dengan Hak Bebas Royalti Non-Eksklusif ini Perpustakaan UIN Sunan Ampel Surabaya berhak menyimpan, mengalih-media/format-kan, mengelolanya dalam bentuk pangkalan data (database), mendistribusikannya, dan menampilkan/mempublikasikannya di Internet atau media lain secara *fulltext* untuk kepentingan akademis tanpa perlu meminta ijin dari saya selama tetap mencantumkan nama saya sebagai penulis/pencipta dan atau penerbit yang bersangkutan.

Saya bersedia untuk menanggung secara pribadi, tanpa melibatkan pihak Perpustakaan UIN Sunan Ampel Surabaya, segala bentuk tuntutan hukum yang timbul atas pelanggaran Hak Cipta dalam karya ilmiah saya ini.

Demikian pernyataan ini yang saya buat dengan sebenarnya.

Surabaya, 12 Juli 2022

Penulis

(Firda Hidayatul Ilmia)

ABSTRACT

Ilmia, F. H. (2022). *Linguistic Landscape of Airports in East Java*. English Department, UIN Sunan Ampel Surabaya. Advisor: Prof. Dr. Hj. Zuliati Rohmah, M.Pd.

Keywords: linguistic landscape, sign, international airport, domestic airport

This study aims to examine the linguistic landscape that exists at airports in East Java with different categories, namely; the international airport category and the domestic airport category. The international Airport is represented by Juanda International airport, while in the domestic airport category it is Abdulrachman Saleh airport. There are three research problems in this research, namely: (1) what are the languages used in the linguistic landscape of Juanda International Airport and Abdulrachman Saleh Airport; (2) what are the characteristics of bilingual and multilingual signs at Juanda International Airport and Abdulrachman Saleh Airport; (3) what are the function of the sign of Juanda International Airport and Abdulrachman Saleh Airport.

This study focuses on examining the languages used, characteristics, and function of signs. This study uses the theory of Landry & Bourhis (1997) to identify signs, the theory of Cenoz & Gorter (2006) to identify the characteristics of bilingual and multilingual signs and the function of sign. This study uses a quantitative qualitative approach in collecting data, classifying and analyzing data. The total data used in this study are 460 signs.

The results of this study indicate that monolingual, bilingual and multilingual types are used at Juanda International airport but at Abdulrachman Saleh airport there is only monolingual and bilingual types. Then, the characteristics of bilingual and multilingual signs used are five indicators, namely; the first language of the sign, size of text, font of text, amount of information and translation. All five indicators are used on signs at both airports. The function of the signs at Juanda International Airport and Abdulrachman Saleh Airport is different. At Juanda International Airport, it has 5 functions, namely to provide information and regulation, to symbolize something, to show and introduce the identity, to show readiness to welcome international visitors, and to elevate the positions of the products and to attract more customers. While at Abdulrachman Saleh airport is only has 4 functions, namely to provide information and regulation, to symbolize something, to show readiness to welcome international visitors, and to elevate the positions of the products and to attract more customers.

ABSTRAK

Ilmia, F. H. (2022). *Lanskap Linguistik pada Bandara-Bandara di Jawa Timur*. Program Studi Sastra Inggris, UIN Sunan Ampel Surabaya. Pembimbing: Prof. Dr. Hj. Zuliati Rohmah, M.Pd.

Kata Kunci: lanskap linguistik, tanda, bandara internasional, bandara domestik

Penelitian ini bertujuan untuk meneliti lanskap linguistik yang ada pada bandara-bandara di Jawa Timur dengan kategori yang berbeda yaitu kategori bandara internasional dan kategori bandara domestik. Pada kategori bandara internasional diwakili oleh bandara Internasional Juanda sedangkan pada kategori bandara domestik adalah bandara Abdulrachman Saleh. Ada tiga rumusan masalah dalam penelitian ini, yaitu: (1) bahasa apa saja yang digunakan pada lanskap linguistik di bandara internasional Juanda dan bandara Abdulrachman Saleh; (2) apa saja karakteristik tanda dua bahasa dan multibahasa di bandara internasional Juanda dan bandara Abdulrachman Saleh; (3) apa saja fungsi tanda di bandara internasional Juanda dan bandara Abdulrachman Saleh.

Penelitian ini berfokus pada meneliti bahasa-bahasa yang digunakan, karakteristik dari tanda dwibahasa dan multibahasa, dan fungsi pada tanda-tanda. Penelitian ini menggunakan teori dari Landry & Bourhis (1997) untuk mengidentifikasi tanda, teori dari Cenoz & Gorter (2006) untuk mengidentifikasi karakteristik tanda dua bahasa dan multibahasa dan fungsi tanda-tanda. Penelitian ini menggunakan pendekatan kualitatif kuantitatif dalam mengumpulkan data, mengklasifikasikan dan menganalisis data. Total data yang digunakan pada penelitian ini adalah sebanyak 460 tanda.

Hasil penelitian ini menunjukkan bahwa terdapat jenis satu bahasa, dua bahasa dan multibahasa yang digunakan pada bandara internasional Juanda namun pada bandara Abdulrachman Saleh hanya terdapat satu bahasa dan dua bahasa saja. Kemudian, pada karakteristik tanda dua bahasa dan multibahasa yang digunakan adalah lima penanda yaitu bahasa pertama pada tanda, ukuran teks, font teks, jumlah informasi dan terjemahan. Semua lima penanda yang digunakan terdapat pada tanda-tanda di kedua bandara. Fungsi rambu di Bandara Internasional Juanda dan Bandara Abdulrachman Saleh berbeda. Di Bandara Internasional Juanda, memiliki 5 fungsi, yaitu memberikan informasi dan regulasi, melambangkan sesuatu, menunjukkan dan memperkenalkan identitas, menunjukkan kesiapan untuk menyambut pengunjung internasional, dan mengangkat posisi produk dan menarik lebih banyak pelanggan. Sedangkan di Bandara Abdulrachman Saleh hanya memiliki 4 fungsi, yaitu untuk memberikan informasi dan regulasi, melambangkan sesuatu, Menunjukkan kesiapan untuk menyambut pengunjung internasional, dan untuk mengangkat posisi produk dan bertindak lebih banyak posisi pelanggan.

TABLE OF CONTENTS

Cover	
Declaration	ii
Approval Sheet	iii
Examiner Sheet.....	iv
Publication Agreement Sheet	v
Abstract	vi
Abstrak	vii
Table of Contents	viii
List of Tables	xii
List of Figures.....	xiii
CHAPTER I INTRODUCTION	1
1.1 Background of Study	1
1.2 Problems of Study	6
1.3 Significance of Study	6
1.4 Scope and Limitation of the Study	7
1.5 Definition of Key Terms.....	7
CHAPTER II REVIEW OF LITERATURE	8
2.1 Linguistic Landscape	8
2.2 Language Displayed.....	9
2.2.1 Sign	9
2.3 Monolingual Sign.....	10
2.4 Bilingual Sign.....	11
2.5 Multilingual Sign	11
2.6 The Characteristic of Bilingual and Multilingual Signs	12
2.6.1 The First Language of Sign	12
2.6.2 Size of Text	13
2.6.3 Font of text	13
2.6.4 Amount of information	13
2.6.5 Translation	13
2.7 Function of Signs	13

2.7.1 To Provide Information and Regulation.....	14
2.7.2 To Symbolize Something	14
2.7.3 To Conserve Local Language	14
2.7.4 To Show and Introduce the Identity	14
2.7.5 To Show Readiness to Welcome International Visitors	15
2.7.6 To Elevate the Position of the Products and to Attract More Customers	15
2.8 Airport.....	15
2.8.1 Juanda International Airport.....	15
2.8.2 Abdul Rachman Saleh Airport	16
CHAPTER III RESEARCH METHODS	18
3.1 Research Design.....	18
3.2 Data Collection.....	18
3.2.1 Research Data.....	18
3.2.2 Research Sites	19
3.2.3 Research Instrument	19
3.2.4 Data Collection Technique	20
3.3 Data Analysis	21
CHAPTER IV FINDINGS AND DISCUSSIONS	25
4.1 Findings	25
4.1.1 Language Displayed	25
4.1.1.1 Languages Displayed in Juanda International Airport	25
4.1.1.1.1 Monolingual Sign	27
4.1.1.1.2 Bilingual Sign	29
4.1.1.1.3 Multilingual Sign	30
4.1.1.2 Languages Displayed in Abdulrachman Saleh Airport	31
4.1.1.2.1 Monolingual Sign	33
4.1.1.2.2 Bilingual Sign	34
4.1.2 The Characteristics of Bilingual and Multilingual Sign.....	35

4.1.2.1 The Characteristics of Bilingual and Multilingual Sign in Juanda International Airport.....	35
4.1.2.1.1 The First Language of Sign.....	35
4.1.2.1.2 Size of Text	37
4.1.2.1.3 Font of Text.....	38
4.1.2.1.4 Amount of Information	39
4.1.2.1.5 Translation.....	40
4.1.2.2 The Characteristics of Bilingual and Multilingual Sign in Abdurachman Saleh Airport.....	42
4.1.2.2.1 The First Language of Sign.....	42
4.1.2.2.2 Size of Text	43
4.1.2.2.3 Font of Text.....	44
4.1.2.2.4 Amount of Information	45
4.1.2.2.5 Translation.....	46
4.1.3 The Function of Signs.....	48
4.1.3.1 Function of Signs in Juanda International Airport.....	48
4.1.3.1.1 To Provide Information and Regulation.....	49
4.1.3.1.2 To Symbolize Something	50
4.1.3.1.3 To Show and Introduce the Identity	51
4.1.3.1.4 To Show Readiness to Welcome International Visitors.....	51
4.1.3.1.5 To Elevate the position of the products and to attack more customers.	53
4.1.3.2 Function of signs in Abdurachman Saleh Airport	54
4.1.3.2.1 To Provide Information and Regulation.....	54
4.1.3.2.2 To Symbolize Something	55
4.1.3.2.3 To Show Readiness to Welcome International Visitors.....	56
4.1.3.2.4 To Elevate the Positions of the Products and to Attack More Customers	57
4.2. Discussion.....	59
CHAPTER V CONCLUSIONS & SUGGESTIONS	64
5.1 Conclusions	64

5.2 Suggestions.....	65
REFERENCES	67



UIN SUNAN AMPEL
S U R A B A Y A

LIST OF TABLES

Tables	Pages
3.1 Language Display in Juanda International Airport	21
3.2 Language Display in Abdul Rachman Saleh Airport	22
3.3 First Language of Sign.....	22
3.4 Size of Text.....	23
3.5 Font of Text	23
3.6 Amount of Information.....	23
3.7 Translation	23
4.1 The Language Displayed in Juanda International Airport.....	26
4.2 The Language Displayed in Juanda International Airport.....	32
4.3 The First Language of Sign	35
4.4 The Size of Text	37
4.5 The Font of Text.....	38
4.6 Amount of Information of Bilingual Sign	39
4.7 Translation	41
4.8 The First Language of Sign	42
4.9 Size of Text.....	43
4.10 Font of Text of Bilingual Sign	44
4.11 Amount of Information.....	45
4.12 Translation of Bilingual Sign	46
4.13 Function of Signs in Juanda International Airport.....	48
4.14 Function of Signs in Abdurachman Saleh Airport.....	54

LIST OF FIGURES

Figures	Pages
2.1 Monolingual sign of Indonesia Language	10
2.2 Monolingual sign of English Language.....	11
2.3 Bilingual sign of Indonesia-English Language	11
2.4 Bilingual sign of Indonesia-English Language	11
2.5 Multilingual sign	12
4.1 A Monolingual Sign in the Indonesian Language	27
4.2 A Monolingual Sign in the English Language	28
4.3 A Monolingual Sign in the Japan Language	28
4.4 A Bilingual Sign in the Indonesia-English Language	29
4.6 A Bilingual Sign in the Japan-English Language	30
4.7 A Bilingual Sign in the Indonesia-Arabic Language.....	30
4.8 A Multilingual Sign in the Indonesia-China-English Language.....	31
4.9 A Multilingual Sign in the English-Korean-China-India-Japan-Thailand- Arabic-Vietnam Language.....	31
4.10 A Monolingual Sign in the Indonesia Language	33
4.11 A Monolingual Sign in theEnglish Language	33
4.12 A Bilingual Sign in the Indonesia-English Language	34
4.13 Indonesian as First Language.....	36
4.14 English as First Language	36
4.15 Indonesian Has Bigger Size Than English	37
4.16 Indonesian and English Have Same Size	37
4.17 Indonesian-English Have Same Font.....	38
4.18 Japan-English Have Different Font	38
4.20 More Information in Indonesian	40
4.22 Word-to-Word.....	41
4.23 Indonesian as First Language	42
4.24 English as First Language	42
4.25 Indonesian and English Have Same Size	43

4.26 Indonesian Has Bigger Size Than English	43
4.27 English-Indonesian Have Different Font.....	44
4.28 Indonesian-English Have Same Font.....	44
4.29 Indonesian-English Have Same Information	45
4.30 More Information in Indonesia	45
4.31 No Translation.....	46
4.32 Word-to-Word.....	47
4.33 Public Sign to Provide Information	49
4.34 Public Sign to Provide Regulation	49
4.35 Warkop Sedati	50
4.36 Periplus Bookstore	50
4.37 To Show and Introduce the Identity.....	51
4.38 The Terminal Map	52
4.39 Karapan Sari	52
4.40 Beard Papa's.....	53
4.41 Zen Hao	53
4.42 Public Sign to Provide Information	54
4.43 Public Sign to Provide Regulation	55
4.44 Oleh-oleh Khas Malang.....	56
4.45 Oleh-oleh Khas Jawa Timur.....	56
4.46 Kalender.....	56
4.47 Security Questions	57
4.48 Ladang Coffee	58
4.49 Lounge	58

CHAPTER I

INTRODUCTION

1.1 Background of Study

Linguistic landscape (henceforth, LL) is one of the interesting topics to study because LL is around us. Everyone can read it but not a few of them are aware of it. LL is everything that is around us in textual form which is displayed in shops, commercial signs, posters, government signs, traffic signs, etc. (Gorter, 2006). LL was first introduced by Landry and Bourhis (1997, p.25) stated that “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.”

LL refers to the visibility and language representation of signs in a public or commercial place in a particular region or area (Landry & Bourhis, 1997). LL is a term that refers to a linguistic object that marks a public place (Ben-Rafael et al., 2006). The LL study focuses on the representation of the languages used in the public space (Mensel, Vandenbroucke & Blackwood, 2016). We can see the linguistic landscape in language signs on road signs, inside shops, places or government buildings, banks, schools, etc. (Cenoz & Gorter, 2017). Thus, many people will easily get information briefly and can provide clear directions because they can be found anywhere.

LL can use and display monolingual, bilingual or even multilingual (Gorter, 2006). The use of language differences in public signs has been regulated

in various countries, provinces, cities and other regions as part of language policies to regulate the use of language in the linguistic landscape (Cenoz & Gorter, 2017). This shows a common phenomenon in language life. The diversity of different languages has an influence and is even influenced by the surrounding community.

LL is divided into two categories namely "top-down" and "bottom-up" (Ben-Rafael et al., 2006). The difference between these categories is that the first category, "top-down," reflects the dominant culture, while the second category, "bottom-up", reflects individual strategies that are designed much more freely. The differences between the two categories are specifically explained by Ben-Rafael et al., (2006):

Top-down signs were coded according to their belonging to national or local, and cultural, social, educational, medical or legal institutions. Bottom-up items were coded according to categories such as professional (legal, medical, consulting), commercial (and subsequently, according to branches like food, clothing, furniture etc.) and services (agencies like real estate, translation or manpower) (p. 11).

Simply, the "top-down" category consists of public institutions, public signs of general interest, public announcements, and signs of street names. Meanwhile, the "bottom-up" category consists of shop signs, private business signs and private announcements.

LL studies have been carried out in various countries such as: Singapore (Matwick & Matwick, 2019), Thailand (Potsuwan et al., 2020; Siricharoen, 2016; Thongtong, 2016), Ghana (Tuffour & Asamoah-Poku, 2020; Anderson et al., 2020), Turkey (Elia, 2020), Rusia (Pitina, 2019), Nigeria (Adebileje, 2017; Inya,

2019), Jordania (Alomoush, 2018) dan Malaysia (Omar et al., 2018). In Indonesia, many LL studies have also been carried out in several issues such as advertising signs/billboards(Rafsanjani, 2019; Perdana, 2020), student dormitories/*pondok pesantren* (Ramlah, 2020; Firdausiyah, 2019), airport (Hardika, 2019), shops (Elsakinah, 2020; Hadiyanti, 2020; Oktaviani, 2019; Ramadhani, 2018), tourism (Adynur, 2020; Sari, 2019; Hamadiyah, 2019; Widya & Wijayanti, 2020), school (Auliasari, 2019; Sinaga, 2020), city (Fakhiroh & Rohmah, 2018; Sahril & Hermanto, 2019), territory (Fhakhiroh, 2019; Herianto, 2020; Safitri, 2020), religious places (Abdillah, 2019; Wafa & Wijayanti, 2018), goverment building(Ardyansyah, 2020), and road signs (Putra, 2019). This research proves that LL studies can be performed in many places and anywhere.

From the previous studies above, studies on LL have been carried out in many public places such as airport. An airport is a public space that is a gathering place for many people, domestic and foreign. Airports are not only a place to stop planes but also a place where people come and go from various regions. Therefore, the signs at the airport must provide information that is clear and understandable to the public. Thus, an LL in an airport must use and display multiple languages.

One of the previous studies that focused on LL in airports is Hardika (2019) which researched LL at Kualanamu International Airport with the title "*Linguistic landscape in public space: a study of sign in Kualanamu international airport*". The data source of this study is LL in the Kualanamu International airport area both outdoors and indoors at the airport area. This study uses a

qualitative and quantitative approach using two instruments of observation, so that 131 pictures are found. However, he only focused on one airport without comparing LL to other airports. So, the information obtained is only knowledge about one airport.

As far as the researcher knows, it is only found few analysis on LL in the airport. Moreover, there is none of the studies about LL in two different categories of airport. Hence, this study attempts to identify several airports in East Java, namely International airports and Domestic airports, namely Juanda International Airport and Abdul Rahman Saleh Airport. This study aims to determine and see whether LL is also available at the airport as part of the scope of education and information to add knowledge that has never been studied before. This research also aims to fill the gap by knowing the differences in language, characteristics and function that exist in the two airport categories. The research entitled "*Linguistic landscape of airports in East Java*" examines three research questions including what language is used, what characteristics of bilingual and multilingual signs and the function of these signs.

This research focuses on two categories of airports in East Java. East Java is an area in the east of the Java island. East Java is a very strategic area for tourists because East Java is located at the crossroads of islands in Indonesia and has many beautiful tourist attractions. Therefore, East Java is one of the most visited tourist destinations by both foreign and domestic tourists. So that the existence of an airport is very important for tourists in particular and society in general.

In this study, the reason why researcher chose Juanda International airport is because Juanda airport is an International category airports and one of the largest airports in Indonesia and also the entrance to Indonesia via air transportation. Juanda International Airport is one of the busiest airports in Indonesia because it serves international and domestic flights. According to the Central Statistics Agency (Badan Pusat Statistik), Juanda Airport had 1,070,098 international passenger data in 2018. Moreover, Abdulrachman Saleh airport is one of the Domestic categories airports in East Java. Abdulrachman Saleh airport is also the busiest domestic airport in East Java with a total of 1,332,895 passengers in 2018, according to the Central Statistics Agency (Badan Pusat Statistik). In addition, another reason the researcher chose Juanda International Airport and Abdulrachman Saleh Airport is that both airports are Class 1 airports located in East Java. From the reasons above, the researcher analyzed and compared LL at the two airports from the differences in the categories. So this research can enrich knowledge about LL in two airports and know the difference between two LL in different categories.

The researcher categorized LL based on the theory of Landry and Bourhis (1997). The first is to identify LL according to the language used in the signs and number of languages (monolingual, bilingual, and multilingual). The second, according to the characteristic of bilingual and multilingual signs based on the theory of Cenoz and Gorter (2006) and the third is investigate the function of signs.

1.2 Problems of Study

1. What are the languages used in the LL of Juanda International Airport and Abdul Rachman Saleh Airport?
2. What are the characteristics of bilingual and multilingual signs at Juanda International Airport and Abdul Rachman Saleh Airport?
3. What are the function of signs of Juanda International Airport and Abdul Rachman Saleh Airport?

1.3 Significance of Study

The researcher expects that the result of this study can provide benefits in theory and practice. Theoretically, this research can enrich the reader's knowledge in the field of linguistic landscapes from understanding to analysis which directed at the language displayed in the form of signs or signs at Juanda International Airport and Abdul Rachman Saleh Airport. The language displayed, whether monolingual, bilingual or multilingual, is used as information in this study. It is hoped that researcher can help readers or people who have been at Juanda International Airport and Abdul Rachman Saleh Airport to make it easier for them to travel and provide knowledge about signs or signs found at Juanda International Airport and Abdul Rachman Saleh Airport. Practically, this research contributes both theoretically and practically to the study of linguistic landscapes, especially those focused on finding the linguistic landscape of Juanda International Airport and Abdul Rachman Saleh Airport. The researcher hope that readers can understand more about the linguistic landscape with monolingual, bilingual and

multilingual data at Juanda International Airport and Abdul Rachman Saleh Airport. So that it can provide information to other people who want to learn about the linguistic landscape.

1.4 Scope and Limitation of the Study

Sociolinguistics related to linguistic landscape is the scope of this study. The limitation of this study is a focus on finding the linguistic landscape in the Juanda International Airport and Abdul Rachman Saleh Airport area. The language displayed on signs in the Juanda International Airport and Abdulrachman Saleh Airport area is the data analysis in this study.

1.5 Definition of Key Terms

The linguistic landscape is a study of written language form on signs contained in public places.

Signs are the most important objects in linguistic landscape studies.

The characteristic of bilingual and multilingual sign is the composition contained in the bilingual and multilingual sign.

Function of sign is the purpose of the sign.

Airport is a building that is used as a place for immigration from abroad or within the country.

Juanda International Airport is an international airport located in Sidoarjo, East Java.

Abdul Rachman Saleh Airport is one of the domestic airports in East Java.

CHAPTER II

REVIEW OF LITERATURE

2.1 Linguistic Landscape

Linguistic Landscape (LL) is learning about the language displayed on public signs. The definition of LL has been first conveyed by Landry and Bourhis (1997) that LL is the language displayed on building names or place names, street names, traffic signs, billboards and is also used on public signs on government buildings on a region, territory and urban population in a particular area. The definitions presented by Landry and Bourhis (1997) can properly capture objects about linguistic landscapes (Cenoz & Gorter, 2017).

LL can be found anywhere. We can see the linguistic landscape in language signs on road signs, inside shops, places or government buildings, banks, schools, etc. (Cenoz & Gorter, 2017). The LL study focuses on the representation of language(s) in public space (Mensel, Vandenbroucke & Blackwood, 2016).

In the dictionary, the word "landscape" is a noun that has two meanings (Gorter, 2006). The first meaning is an expanse of real scenery that we see in one place. The second meaning is one that represents natural landscapes as distinguished from landscape or portrait images. This LL study also uses these two meanings. So, the LL study is a language literal study that is used on signs contained in a place that represents language because it is related to an identity of a culture and the globalization of certain cultures that exist and grow to revitalize minority languages.

In appearance, LL can present one language, bilingual, and multilingual (Gorter, 2006). However, in the use of various languages in public signs, all of them have been regulated in various countries, provinces, and also other regions which are part of the language policy to be able to regulate language uses in LL (Cenoz & Gorter, 2017). This shows a phenomenon that is common in language life. Because the diversity of different languages can have an influence and even be influenced by the surrounding community.

LL is divided into two categories namely "top-down" and "bottom-up" (Ben-Rafael et al., 2006). The "top-down" category consists of public institutions, public signs of general interest, public announcements, and signs of street names. Meanwhile, the "bottom-up" category consists of shop signs, private business signs and private announcements.

2.2 Language Displayed

According to Cenoz and Gorter (2006), the language displayed is "the first question about language displayed concerns the number of languages used in each unit of analysis (sign). The next question is about which languages are being used and the result are given" (Cenoz & Gorter, 2006).

2.2.1 Sign

Signs are defined as follows in the Oxford Dictionary of English: "(1) An object, quality, or event whose presence indicates the probable presence or action used to convey occurrence of something else; (2) A gesture or action used to convey information or an instruction; (3) A notice on public display that gives

information or instruction in a written or symbolic form; (4) Astrology each of the twelve equal sections into which the zodiac is divided; (5) Mathematics the positiveness or negative of quantity. Sign is the most important object in the study of linguistic landscape”.

Sign is a display of languages in the form of writing (Mensel, Vandenbroucke & Blackwood, 2016). Thus, sign is part of written text which consists of information which is the important object of the LL study.

2.3 Monolingual Sign

Monolingual is a person who only knows one language, especially if the concept of the language is quite narrow, and who has no need for variety. Factors that impact monolinguals in society: non-diglossia and non-bilingual, where there is only one language with no variants and may be used for a variety of reasons, are only possible in primitive or distant societies that are rare to locate nowadays. So it can be defined that a monolingual sign is a sign that displays only one language.



Figure 2.1: Monolingual sign of Indonesia Language



Figure 2.2: Monolingual sign of English Language

2.4 Bilingual Sign

Information in both Languages is vital to understand this terminology word by word; the first to be explained is a bilingual definition. Bilingual are defined as follows in the Oxford Dictionary of English: “(1) Speaking two languages fluently, (of a text or an activity) written or conducted in two language; (2) using two languages, especially officially”. So it can be defined that a bilingual sign is a sign that displays two different languages.



Figure 2.3: Bilingual sign of Indonesia-English Language



Figure 2.4: Bilingual sign of Indonesia-English Language

2.5 Multilingual Sign

A multilingual community is one that speaks several languages. Such a civilization exists because certain ethnic groups compose the community, resulting in ethnic elements that may be described as plural society. Multilingual

are defined as follows in the Cambridge Dictionary: “(of people or group) able to use more than two languages for communication, or (of a thing) written or spoken in more than two different languages”. So it can be defined that a multilingual sign is a sign that displays more than two different languages.



Figure 2.5: Multilingual sign

2.6 The Characteristic of Bilingual and Multilingual Signs

Gorter and Cenoz suggest that the way dialects are presented in relation to one another will give us more information about the relative importance of each language (Cenoz & Gorter, 2006). The first is the first language of the sign, then the size of the lettering on the language and also the fonts used. Then the indicator of the amount of information on bilingual and multilingual signs, this indicator is considered to determine the importance and distribution of language in certain areas. And the last is translation, the translation of language into the language used in bilingual and multilingual signs. Cenoz and Gorter provide a set of indicators to help analysts better understand the characteristics of bilingual and multilingual signals. The indicators are:

2.6.1 The First Language of Sign

The first indicator is the first language that is displayed on the bilingual sign and multilingual sign.

2.6.2 Size of Text

The next step is to analyze the size of the text in each language in the bilingual and multilingual sign. In many cases, the dominant or majority language is, on average, more prominent than the minority language.

2.6.3 Font of text

The next step is to look at the text style type that was used for the language printed display.

2.6.4 Amount of information

The next step is to analyze the amount of information provided on each language that is displayed on the bilingual and multilingual signs.

2.6.5 Translation

The final step is to correlate the information given from many different languages but focuses on using interpretations in a sign.

2.7 Function of Signs

Landry and Bourhis suggested that LL in a region or region can provide two basic functions, namely informative functions and symbolic functions (Landry & Bourhis, 1997). According to Bourhis (cited in Landry & Bourhis, 1997) stated that the informative function is the most basic function of LL which functions as a sign that is characteristic or identical to the geographic area inhabited by people with certain languages. According to Sachdev and Bourhis (cited in Landry & Bourhis, 1997) states that the symbolic function of the

linguistic landscape is a salient possibility in settings where language is used as the most important dimension of ethnic identity. However, Fakhroh & Rohmah (2018) stated that there are 6 functions of signs. The first function is to provide information and regulation, then the second function is to symbolize something. The next function is to conserve local language and the function to show and introduce the identity. The fifth function is to show readiness to welcome international visitors and the last function is to elevate the products and to attract more customers. The explanation of each function is below:

2.7.1 To Provide Information and Regulation

This function refers to signs made by institutions or related parties that contain information containing prohibitions, directions, regulations, etc. related to the place.

2.7.2 To Symbolize Something

The function refers to the symbolization of a product or business which has nothing to do with the location where it is located.

2.7.3 To Conserve Local Language

The function refers to signs that aim to maintain or preserve the local language.

2.7.4 To Show and Introduce the Identity

The function refers to signs that introduce and indicate the identity of a certain place.

2.7.5 To Show Readiness to Welcome International Visitors

This function refers to signs that are made to make it easier for visitors from abroad to understand information about the location or place.

2.7.6 To Elevate the Position of the Products and to Attract More Customers

This function refers to the Signs that are used to increase the position of the product in order to attract more customers to the place.

2.8 Airport

The airport is a public place used to travel by air transportation. Air transportation is one of the fastest and can cover long distances. Thus, the airport becomes a public place visited by many people for traveling or visiting a place both domestic and foreign:

2.8.1 Juanda International Airport

Juanda International Airport (English: Juanda International) (IATA: SUB; ICAO: WARR) is a global flight terminal that serves Sidoarjo, Indonesia. Juanda International Airport is located 20 km south of the Surabaya city which is the capital of East Java.

Juanda International Airport was first built in 1959 and then inaugurated by Indonesia's first president, Ir. Soekarno, on August 12, 1964 as an air base for the Indonesian National Army (TNI-AL) for military purposes. However, in 1981 the air base was developed for civil aviation. Thus, from 1981 to 1984 the airport was handed over to the Directorate of Civil Aviation. Then, in 1985 the airport

management was handed over to PT. Angkasa Pura I then provided changes and provided various developments, namely in 1985 it opened import-export services and in 1987 it opened for international aviation services such as Singapore, Hong Kong, Taipei, and Manila with transit to Soekarno-Hatta airport, Jakarta, first. Then in 1988 Juanda airport was declared a visa-free entrance for foreign tourists or foreign nationals to visit Indonesia. And in 1990 the International terminal and international flights were inaugurated for the first time by the Indonesian Minister of Transportation, Ir. Aswar Anas.

Currently Juanda International Airport has an area of 28,088 m² with a total capacity of 5.4 million passengers/year. With specifications: the domestic terminal covering an area of 20,131 m² and serving up to 4 million passengers/year, while the international terminal covering an area of 7,957 m² and serving up to 1.4 million passengers/year and there is also a cargo terminal covering an area of 9,200 m². Therefore, Juanda International Airport is one of the most densely populated and largest airports in Indonesia.

2.8.2 Abdul Rachman Saleh Airport

Bandara Abdul Rachman Saleh (English: Abdul Rachman Saleh Airport) (IATA: MLG; ICAO: WARA) is a domestic flight terminal that serves Malang, Indonesia. Abdul Rachman Saleh Airport is located 17 km east of the center of Malang city.

Abdul Rachman Saleh Airport was built in 1937-1940 by the Dutch Colonial Government in Malang. The Dutch colonial government built the airport as an air base because of its strategic and safe area. However, on 17 August 1952

the air base was changed to Abdul Rachman Saleh airport. This name is used to pay tribute to Prof. Dr. Abdul Rachman Saleh, who is one of Indonesia's heroes. On April 1, 1994 civil flights were carried out for the first time at Abdul Rachman Saleh airport by Merpati Nusantara Airlines. Then, on May 25, 2005, the Abdul Rachman Saleh runway was used for the terminal inside the *base ops*. And since December 30, 2011, Abdul Rachman Saleh airport was opened for civil aviation which is separated from *base ops* from Abdul Rachman Saleh runway.

Currently, Abdul Rachman Saleh Airport serves flights from Malang to Jakarta, Denpasar, Balikpapan, Banjarmasin, Makassar and Surabaya. Abdul Rachman Saleh Airport is one of the domestic airports that is managed by the provincial government. Abdul Rachman Saleh Airport has two runways, namely for small aircraft of 1,500 m long and for large aircraft of 2,300 m. Although not too big, Abdul Rachman Saleh airport can accommodate up to 1.2 million visitors / year. Thus, Abdul Rachman Saleh Airport is one of the most densely populated domestic airports in East Java.

UIN SUNAN AMPEL
S U R A B A Y A

CHAPTER III

RESEARCH METHODS

3.1 Research Design

This study used a qualitative and quantitative approach. Qualitative and quantitative approaches were used in this study because the researcher examines, analyzes and describes data sources in the form of writing on the sign to then be calculated using a mathematical formula technique (statistics) which later serves to calculate and compare the amount of data that was collected.

A qualitative approach used in this study because a qualitative approach was very useful for generalizing the findings in a study and also very valuable in providing rich and in-depth data (Litosseliti, 2010). And a quantitative approach was used in this study because the quantitative approach focuses on how many characteristics or items are found, allowing the researcher to compare many things using a relatively easy index (Litosseliti, 2010).

3.2 Data Collection

In this subsection, the researcher explains the methods used to collect data. Several explanations include research data, research sites, research instrument, and data analysis.

3.2.1 Research Data

The data used in this study is the form of words, phrases, and sentences on signs at two airports, namely Juanda International Airport and Abdulrachman Saleh Airport. In addition, the size, font of text and translation of the signs were

also used to investigated in this study. The researcher took data from photographing them which was used to identify the data and to answer all research problems in this study. In this study, a total of 460 signs were found at both airports. At Juanda International Airport there are 279 signs, while at Abdul Rachman Saleh Airport there are 181 signs.

3.2.2 Research Sites

Sources of data used in this study are pictures of signs in indoor and outdoor areas at two airports, namely Juanda International Airport and Abdulrachman Saleh Airport. This data source answers all research problems in this study. The LL that analyzed were located in indoor and outdoor areas around the airport. At Juanda International airport, the researcher conducted research on the indoor and outdoor areas of terminal 2. The indoor areas that can be reached are the visitor area, boarding pass and waiting room. Then, the outdoor area is the parking area, canteen and exclude the airset area at the airport. Meanwhile, at Abdulrachman Saleh airport, the indoor areas that can be reached are the visitor area and boarding passes, exclude the waiting room. Then, the outdoor area is the parking area, canteen and exclude the airset area at the airport. In addition, there are signs that cannot be photographed namely the signs found on company equipments because the signs are corporate secrets.

3.2.3 Research Instrument

This study used an observation instrument. The observation was very useful for the researcher to collect data in the form of words, phrases, and

sentences, text, size, font, and translation that answer all research problems in this study. The researcher observed and photographed the signs in the indoor and outdoor areas at two airports, namely Juanda International Airport and Abdul Rachman Saleh Airport. In photographing the signs, the researcher used a cellphone. This reason was used because using a cellphone made the researcher feel comfortable and made it easier for researchers to take pictures of signs at Juanda International Airport and Abdul Rachman Saleh Airport.

3.2.4 Data Collection Technique

Data collection techniques carried out by observation. The observation was answered all the research problems in this study. The researcher collected data by taking photos of signs at Juanda International Airport and Abdul Rachman Saleh Airport. In this observation, the researcher used a cellphone camera. The steps that were took for further observation are as follows:

- 1) The researcher visited Juanda International Airport and Abdul Rachman Saleh Airport.
- 2) The researcher asked for permission from the authorities.
- 3) The researcher took photos of signs showing monolingual, bilingual and multilingual at indoor and outdoor areas.

3.3 Data Analysis

The researcher answered each research question and analyzed all the data in several steps.

- 1) The first step was to answer the first research question, about the language used on the signs at the two airports:
 - a. First, the researcher categorized all signs at each airport according to their groups, namely one language (monolingual signs), two languages (bilingual signs), and more than two languages (multilingual signs).
 - b. Then, the researcher counted the number of signs investigated that corresponded to monolingual, bilingual or multilingual.
 - c. Next, the researcher calculated the percentation of these languages displayed at each airport.
 - d. The researcher displayed the number of signs and presentation of the language used by the results of the sign at each airport.

Table 3.1 Language Display in Juanda International Airport

Juanda International Airport				
Groups	Language	Number of sign	Persentation	Total
Monolingual				
Bilingual				
Multilingual				
Total				

Source: Ramlah, 2020 p. 36

Table 3.2 Language Display in Abdul Rachman Saleh Airport

Abdul Rachman Saleh Airport				
Groups	Language	Number of sign	Persentation	Total
Monolingual				
Bilingual				
Multilingual				
Total				

Source: Ramlah, 2020 p. 36

- e. Then finally, the researcher displayed and compared the use of language found at the two airports.
- 2) The second step was to answer the second research question, about the characteristics of bilingual and multilingual signs at the two airports:
- a. The first, the researcher identified the characteristics of the bilingual and multilingual sign.
 - b. Then, the researcher counted the number of signs investigated on the characteristics found in bilingual and multilingual signs.
 - c. Then, the researcher displayed the number of signs and presentation of the characteristics of bilingual and multilingual signs in each airport with five indicators.

Table 3.3 First Language of Sign

The First Language of Sign	Number of sign	Presentation

Source: Cenoz & Gorter, 2006 p. 74

Table 3.4 Size of Text

Size of Text	Number of sign	Presentation

Source: Cenoz & Gorter, 2006 p. 76

Table 3.5 Font of Text

Font of Text	Number of sign	Presentation

Source: Cenoz & Gorter, 2006 p. 76

Table 3.6 Amount of Information

Amount of Information	Number of sign	Presentation

Source: Cenoz & Gorter, 2006 p. 76

Table 3.7 Translation

Translation	Number of sign	Presentation

Source: Cenoz & Gorter, 2006 p. 77

UIN SUNAN AMPEL
S U R A B A Y A

- d. Finally, the researcher presented and compared the differences in the LL categories found in the two airports.
- 3) The final step was to answer the third research question regarding the function of signs at the two airports:
- a. First, the researcher investigated all monolingual, bilingual and multilingual signs.
 - b. Then, the researcher determines the function of the sign on these signs
 - c. Next, the researcher counted the number of signs of function that were found.
 - a. Finally, the researcher displayed the number of signs of the function of signs in each airport.



UIN SUNAN AMPEL
S U R A B A Y A

CHAPTER IV

FINDINGS AND DISCUSSIONS

In this chapter, the researcher reports the result of the findings and discussions in this study about the linguistic landscape at Juanda International Airport and Abdulrachman Saleh Airport.

4.1 Findings

The researcher divide the research results into three points based on the topic studied by the researcher: (a) language displayed (b) the characteristics of bilingual and multilingual sign and (c) function of signs. Each topic is displayed and explains the results at 2 airports: (a) Juanda International Airport (b) Abdulrachman Saleh Airport.

4.1.1 Language Displayed

Here, the researcher shows and describes the results of the language displayed at Juanda International Airport and Abdulrachman Saleh Airport, as well as the comparison of the language used in two airports.

4.1.1.1 Languages Displayed in Juanda International Airport

Juanda International Airport is an international airport located in Sidoarjo, East Java. At Juanda International Airport, researcher finds the linguistic landscape directly by observing. There, researcher finds 279 signs. The sign that found on the front, inside and outside of the airport where it was photographed

accompanied by a companion from one of the employees of the airport operations and services department.

The total of signs finds classified by the researcher into monolingual, bilingual and multilingual categories to demonstrate the existence of the language displayed at Juanda International Airport. Details of the results are presented in the table below:

Table 4.1 The Language Displayed in Juanda International Airport

Juanda International Airport				
Groups	Language	Number of sign	Presentation	Total
Monolingual	Indonesia	74	26,4%	138 (49,46%)
	English	63	22,5%	
	Japan	1	0,4%	
Bilingual	China-English	1	0,4%	139 (49,82%)
	Japan-English	1	0,4%	
	Indonesia-Arabic	1	0,4%	
	Indonesia-English	136	48,7%	
Multilingual	Indonesia-China-English	1	0,4%	2 (0,72%)
	English-Korean-China-India-Japan-Thailand-Arabic-Vietnam	1	0,4%	
Total		279		

Based on the table above, there are more bilingual signs than monolingual and multilingual signs. The total of bilingual signs found were 139 which included Indonesian-English (48.7%), Chinese-English (0.4%), Japanese-English

(0.4%), and Indonesian-Arabic (0.4%) . English-Indonesian is the dominant language used in bilingual signs. Furthermore, the second most sign language category is monolingual sign with a total of 138 signs including Indonesian (26.4%), English (22.5%) and Japanese (0.4%). In monolingual sign, Indonesian is the dominant language used at Juanda International Airport, this is because Indonesian is the national language of the Republic of Indonesia. And the next category of language signs is multilingual sign. The total of multilingual signs is 2 signs which include Indonesian-Chinese-English (0.4%) and English-Korean-Chinese-Indian-Japanese-Thai-Arabic-Vietnamese (0.4%)

4.1.1.1.1 Monolingual Sign

Monolingual signs are the most common second language category found at Juanda International Airport. Monolingual signs that use Indonesian are the dominant language in monolingual signs. Based on the observations made, the use of Indonesian in monolingual signs can be found easily and quickly in the Juanda International airport area.



Figure 4.1: A Monolingual Sign in the Indonesian Language

The sign above is a monolingual sign that displays Indonesian. The sign above displays the contents of the sign in the form of a warning and also a

prohibition not to enter a room. The use of Indonesian on the sign is to facilitate the delivery of information to airport visitors because Indonesian is the national language of the Republic of Indonesia.



Figure 4.2: A Monolingual Sign in the English Language

Then, the second most sign language monolingual is English. English is used the second most because it is an international language, so the use of English is very influential and must be on the sign. The sign above displays the contents of the direction to a place (exit). The use of English is to facilitate the delivery of information to all airport visitors both domestically and abroad when an emergency occurs.



Figure 4.3: A Monolingual Sign in the Japan Language

Next is a monolingual sign that uses Japanese. The use of Japanese on the monolingual sign is a language that is not easy to find at this Juanda International Airport and there is only 1 sign at Juanda International Airport and is a minority language on the monolingual sign. In Japanese, monolingual is a shop sign at Juanda International Airport. And shows the products sold by the store.

4.1.1.1.2 Bilingual Sign

Bilingual sign is the most common language category used at Juanda International Airport. Indonesian-English is the dominant language used in bilingual sign, this is because Indonesian is the national language of the republic of Indonesia and English is an international language. Bilingual signs that use Indonesian-English can be easily and quickly found in the Juanda International Airport area.

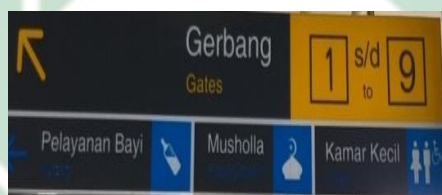


Figure 4.4: A Bilingual Sign in the Indonesia-English Language

The sign above displays Indonesian-English which is the dominant language in the bilingual sign. The use of two languages aims to facilitate the delivery of information about directions or places to all airport visitors.

Not only that, based on observations, there are also bilingual signs at Juanda International Airport that use Chinese-English, Japanese-English and Indonesian-Arabic languages, each with only 1 sign.



Figure 4.5: A Bilingual Sign in the China-English Language



Figure 4.6: A Bilingual Sign in the Japan-English Language

The signs above are bilingual signs that display different languages. Figure 4.5 shows Chinese-English, while Figure 4.6 shows Japanese-English. Both figures are both shop signs. However, what makes the difference is the Chinese and Japanese languages which are the product identities.



Figure 4.7: A Bilingual Sign in the Indonesia-Arabic Language

The sign in Figure 4.7 above displays Indonesian-Arabic. The use of Indonesian-Arabic is intended as a symbol, especially the use of Arabic which is a symbol of religion (Islam).

4.1.1.1.3 Multilingual Sign

From the result of observation, at Juanda International Airport, researcher found 2 multilingual signs. The languages used in multilingual signs at Juanda International Airport are Indonesian-Chinese-English and English-Korean-China-India-Japan-Thailand-Arabic-Vietnam, each of which is 1 sign.



Figure 4.8: A Multilingual Sign in the Indonesia-China-English Language



Figure 4.9: A Multilingual Sign in the English-Korean-China-India-Japan-Thailand-Arabic-Vietnam Language

The two multilingual signs found have different purposes, the Indonesian-Chinese-English multilingual sign aims to inform passengers to immediately prepare documents as self-identity, while the English-Korean-China-India-Japan-Thai-Arabic multilingual sign -Vietnamese is a language translation of a menu or dish available in a shop at Juanda International Airport which is translated into these languages.

The languages displayed at Juanda International Airport in the Figures above show that the languages displayed on the LL at Juanda International Airport are more varied and have a variety of different purposes.

4.1.1.2 Languages Displayed in Abdulrachman Saleh Airport

Abdulrachman Saleh Airport is an airport that serves domestic flights operating in Malang, East Java. At Abdulrachman Saleh airport, researcher finds the linguistic landscape directly by observing. There, the researcher found 181

signs. The sign that was found was on the front, inside and outside of the airport where it was photographed accompanied by a companion from one of the employees of the Department of Transportation.

The total of the signs found was classified by the researcher into monolingual, bilingual and multilingual categories to demonstrate the existence of the language displayed at the Abdulrahman Saleh airport. Details of the results are presented in the table below:

Table 4.2 The Language Displayed in Abdulrahman Saleh Airport

Abdulrahman Saleh Airport				
Groups	Language	Number of sign	Presentation	Total
Monolingual	Indonesia	67	37,02%	89 (49,17%)
	English	22	12,15%	
Bilingual	Indonesia-English	92	50,83%	92 (50,83%)
Multilingual	-	-	-	
Total		181		

Based on the table above, there are more bilingual signs than monolingual signs. At Abdulrahman Saleh Airport, no multilingual sign was found. The total number of bilingual signs found was 92, namely only Indonesian-English (50,83%). All bilingual signs are in Indonesian-English. Furthermore, the second most sign language category was monolingual sign with a total of 89 signs which included Indonesia (37.02%), and English (12.15%). In monolingual sign, the dominant language used is Indonesian as the national language of the Republic of Indonesia.

4.1.1.2.1 Monolingual Sign

Monolingual sign is the second most common language category found at Abdul Rachman Saleh Airport. In monolingual sign, the most or dominant language used is Indonesian. Based on the observations that have been made, the use of Indonesian in monolingual signs can be found easily and quickly in the Abdul Rachman Saleh airport area.



Figure 4.10: A Monolingual Sign in the Indonesia Language

The monolingual sign which uses the Indonesian language above, aims to give passengers that the room/place/area within the Abdurachman Saleh airport is a prohibited area for smoking.

Then, the language in the monolingual sign that is used the second most is English. English is widely used because English is an international language, so the use of English is also very much needed and affects passengers at the airport.



Figure 4.11: A Monolingual Sign in the English Language

The monolingual sign which uses English above, aims to give passengers that the room/place inside is a special place provided if someone wants to smoke.

4.1.1.2.2 Bilingual Sign

Bilingual sign is the most common language category at Abdulrachman Saleh Airport. Indonesian-English is the dominant language and is the only language combination used at Abdulrachman Saleh Airport. This is because Indonesian is the national language of the Republic of Indonesia and English is an international language.

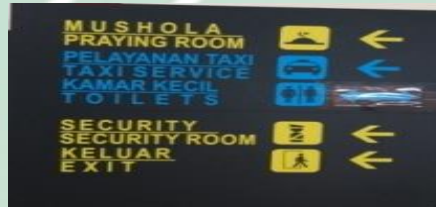


Figure 4.12: A Bilingual Sign in the Indonesia-English Language

The bilingual sign above has the purpose of providing information about directions to passengers and also to employees. The bilingual sign uses two languages, namely Indonesian and English.

The languages displayed at Abdulrachman Saleh airport in the Figures above show that the languages displayed on LL at Abdulrachman Saleh airport are fewer because they only display monolingual and bilingual signs but still have a variety of different purposes.

The results of the findings above indicate that at Juanda International Airport, there are more types of languages than Abdulrachman Saleh Airport. At Juanda International Airport there are 279 signs with 138 monolingual signs, 139 bilingual signs and 2 multilingual signs. While at Abdulrachman Saleh airport there are 181 signs with 89 monolingual signs and 92 bilingual signs. At Juanda International Airport also has more variations in languages such as Indonesian,

English, Chinese, Japanese, Korean, Vietnamese, Thai, and Arabic. while at Abdulrachman Saleh airport it only displays 2 languages, namely English and Indonesian.

4.1.2 The Characteristics of Bilingual and Multilingual Sign

The characteristics of bilingual and multilingual signs are all the elements contained or displayed in the bilingual and multilingual signs. The characteristics of these signs can provide additional information or data about the relative meaning given to each language used. The characteristics of the sign include several characteristics, namely the first language, the size of the text, the font of the text, the amount of information, and the translation. The researcher displays the results in the following order:

4.1.2.1 The Characteristics of Bilingual and Multilingual Sign in Juanda International Airport

Here, the researcher shows and explains the results of the characteristics of bilingual and multilingual sign at Juanda International Airport.

4.1.2.1.1 The First Language of Sign

The first language of the sign on a bilingual and multilingual sign provides additional data in the form of the first language that is displayed or used in the initial sentence or word of a bilingual and multilingual sign.

Table 4.3 The First Language of Sign

Language	Number of Sign	Presentation
Indonesia	104	73,76%
China	1	0,71%
Japan	1	0,71%
English	35	24,82%
Total	141	



Figure 4.13: Indonesian as First Language



Figure 4.14: English as First Language

From the table above, it shows that Indonesian is the dominant language used. The use of Indonesian in bilingual and multilingual sign is 104 (73.76%). The use of the second dominant language is English with a total of 35 signs (24.82%). While the minority languages are Chinese and Japanese, each with 1 sign (0.71%).

Figure 4.13 shows Indonesian as the first language in the bilingual sign and followed by English. While Figure 4.14 shows English as the first language in multilingual sign, followed by Indonesian and Chinese.

4.1.2.1.2 Size of Text

The size of text marker on the bilingual and multilingual sign provides additional data in the form of which language is larger in size or the same size in each language used in the sign.

Table 4.4 The Size of Text

Size	Number of Sign	Presentation
Same All Size	43	30,49%
Indonesian Bigger	77	54,61%
English Bigger	19	13,48%
Chinese Bigger	1	0,71%
Japanese Bigger	1	0,71%
Total	141	



Figure 4.15: Indonesian Has Bigger Size Than English



Figure 4.16: Indonesian and English Have Same Size

The table above shows that the size of text that is often used is the dominant language, namely Indonesian with a total of 77 signs (54.61%). And the second is the same all size or size in languages that have the same size with a total of 43 signs (30.49%). Meanwhile, English (English bigger) ranks third with a total of 19 signs (13.48%). And the last, minority languages namely China and Japan each have 1 sign (0.71%).

Figure 4.15 shows that Indonesian has a larger size than English. The Figure provides information about the color of urine. Not only bigger, but the use of Indonesian on the sign is also made thicker than English. Figure 4.16 shows a sign that displays two languages, namely Indonesian and English with the same size.

4.1.2.1.3 Font of Text

The font of text marker on the bilingual and multilingual sign provides additional data regarding the type of font in each language displayed on the sign.

Table 4.5 The Font of Text

Font	Number of sign	Presentation
All Same	89	63,12%
Different	52	36,88%
Total	141	

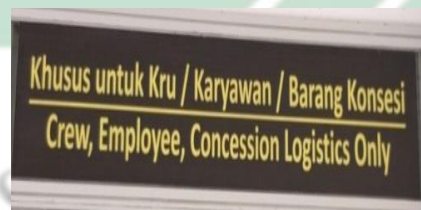


Figure 4.17: Indonesian-English Have Same Font



Figure 4.18: Japan-English Have Different Font

The table above shows that the dominant font is the same in all languages with a total of 89 signs (63.12%). Meanwhile, different types of fonts are in

second place with a total of 52 signs (36.88%). Figure 4.17 is an example of a sign of the same font type in all languages. The Figure shows Indonesian and English which have the same type of font and color. While in Figure 4.18 is an example of different font types in these languages. This is because in the use of Japanese, the writing used is Japanese script (Kanji).

4.1.2.1.4 Amount of Information

The amount of information marker in the bilingual and multilingual sign provides additional data regarding the information provided for each language in the sign.

Table 4.6 Amount of Information of Bilingual Sign

Information	Number of sign	Presentation
Same All Language	96	68,09%
Indonesia more	34	24,11%
English More	11	7,8%
Total	141	

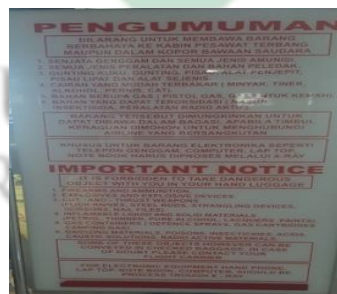


Figure 4.19: Indonesian-English Have Same Information



Figure 4.20: More Information in Indonesian

The table above can explain that all languages that have the same information are dominant with a total of 96 signs (68.09%). Meanwhile, Indonesian occupies the second position with a total of 34 signs (24.11%). This is appropriate because Indonesian is the dominant language. And the last one is English with 11 signs (7.8%). Figure 4.19 is an example of all languages having the same information. The Figure shows Indonesian and English which contain the same meaning and information. While Figure 4.20 is an example of more information in Indonesian. This is because the use of English in Figure 4.20 only shows machines that sell goods automatically and the procedures for using these machines use Indonesian as a whole.

4.1.2.1.5 Translation

The translation marker on the bilingual and multilingual sign provides additional data regarding the translation used in the bilingual sign. It is concerned with comparing the information given in each language but focuses on the use of translation in signs.

Table 4.7 Translation

Translation	Number of sign	Presentation
No Translation	58	41,13%
Partial Translation	30	21,28%
Word-to-Word	53	37,59%
Total	141	



Figure 4.21: No Translation



Figure 4.22: Word-to-Word

The table above shows that the dominant is that there is no translation with total 58 signs (41.13%). Then, the use of word to word translation occupies the second position with total 53 signs (37.59%) and then the minority translation used is partial translation with total 30 signs (20.14%).

Figure 4.21 is an example of no translation. This is because in Figure 4.21 it is a bilingual sign that displays English and Indonesian. However, the two languages stand alone or do not translate each other, such as the sentence "Book GrabCar Airport SUB" this sentence is an English sentence and the sentence is not translated into Indonesian. While in Figure 4.22 is an example of word-to-word

translation. In the Figure, the sign is bilingual, namely using Indonesian and English. The sign is clearly visible using the word-to-word translation technique.

4.1.2.2 The Characteristics of Bilingual and Multilingual Sign in Abdulrachman Saleh Airport

Here, the researcher shows and explains the results of the characteristics of bilingual and multilingual sign at Abdulrachman Saleh Airport.

4.1.2.2.1 The First Language of Sign

The first language of sign in the bilingual and multilingual sign provides additional data about the first language used in the sign.

Table 4.8The First Language of Sign

The First Language	Number of sign	Presentation
Indonesia	69	75%
English	23	25%
Total	92	



Figure 4.23: Indonesian as First Language



Figure 4.24: English as First Language

The table above can explain that the use of Indonesian in bilingual sign is more dominant than the use of English. The use of Indonesian occupies the first

position (75%) and the second is English (25%). Figure 4.23 is an example of Indonesian as the first language in the bilingual sign and followed by English. While Figure 4.24 is an example of English as the first language in bilingual sign and followed by Indonesian.

4.1.2.2.2 Size of Text

The size of text marker on the bilingual and multilingual sign provides additional data in the form of which language is larger in size or the same size in each language used in the sign.

Table 4.9 Size of Text

Size	Number of sign	Presentation
Same All Size	45	48,91%
Indonesia Bigger	30	32,61%
English Bigger	17	18,48%
Total	92	



Figure 4.25: Indonesian and English Have Same Size



Figure 4.26: Indonesian Has Bigger Size Than English

The table above shows that the size of the dominant bilingual sign has the same size in each language used (48.91%). Then, the use of languages such as Indonesian is bigger (32.61%) and English is bigger (18.48%). Figure 4.25 is an example of a sign that displays two languages with the same size. The Figure uses

Indonesian and English. While in Figure 4.26, it shows that the use of Indonesian has a larger size than English.

4.1.2.2.3 Font of Text

The font of text marker on the bilingual sign provides additional data regarding the type of writing in each language displayed on the bilingual sign.

Table 4.10 Font of Text of Bilingual Sign

Font	Number of sign	Presentation
All same	39	42,39%
Different	53	57,61%
Total	92	



Figure 4.27: English-Indonesian Have Different Font



Figure 4.28: Indonesian-English Have Same Font

The table above can explain that the font used in each language in the bilingual sign is dominantly different (57.61%) than the use of the same font in each language (42.39%). Figure 4.27 is an example of the different font types in the two languages. The Figure displays Indonesian and English with different

types of fonts. While Figure 4.28 is an example of a sign of the same type of font in both languages, namely Indonesian and English.

4.1.2.2.4 Amount of Information

The amount of information marker in the bilingual and multilingual sign provides additional data regarding the information provided for each language in the sign.

Table 4.11 Amount of Information

Information	Number of sign	Presentation
Same All Language	50	54,38%
Indonesia more	29	31,52%
English More	13	14,1%
Total	92	



Figure 4.29 : Indonesian-English Have Same Information



Figure 4.30: More Information in Indonesia

In the table above, it can be seen that the information provided by each language on the dominant bilingual sign has the same information in each

language displayed (54.38%). Then in the second dominant position, the use of Indonesian has more information (31.52%) and the next is English (14.1%). Figure 4.29 is an example of a sign in which all languages have the same information. The Figure displays English and Indonesian which have the same meaning and information. While Figure 4.30 is an example of more information in Indonesian. This is because the use of English is only in a few words such as “rentcar”, “customer service” and “hotline”. And other information uses Indonesian.

4.1.2.2.5 Translation

The translation marker on the bilingual sign provides additional data regarding the translation used in the bilingual sign. It is concerned with comparing the information given in each language but focuses on the use of translation in signs.

Table 4.12 Translation of Bilingual Sign

Translation	Number of sign	Presentation
No Translation	45	48,91%
Partial Translation	7	7,61%
Word to Word	40	43,48%
Total	92	



Figure 4.31: No Translation



Figure 4.32: Word-to-Word

The table above can explain that the dominant bilingual sign is that there is no translation (48.91%). Then, the use of word to word translation occupies the second position (43.48%). And then the minority translation used is partial translation (7.61%).

Figure 4.31 shows signs of two languages, namely English and Indonesian, but the two languages do not translate each other. The Figure contains the same two sentences, namely "East Java Lounge" which is in English and the sentence "*Oleh Oleh KhasMalang*" which is Indonesian. While in Figure 4.32 is an example of word-to-word translation in bilingual signs. The sign displays the word "*keluar*" which is Indonesian and then below it there is the word "exit" which is the translation of the word "*keluar*" in English.

The characteristics of the sign at Abdulrachman Saleh airport are only found on the bilingual sign. However, the characteristics displayed on the bilingual sign have a diversity of five indicators.

The results of the findings above indicate that the signs at Juanda International Airport and Abdulrachman Saleh Airport can be analyzed using five indicators. The majority language or Indonesian dominates the three indicators at the two airports there are first language of sign, size of text and font of text. Then for the amount of information indicator, both airports also have the same result, which is dominated by "same all language" which means that every language has

the same information. And the last indicator is translation. both airports have the same result, namely "no translation".

4.1.3 The Function of Signs

Signs are made to have a function. These functions depend on where the sign is placed. The researcher identifies the function of signs found at Juanda International Airport and Abdul Rachman Saleh Airport.

4.1.3.1 Function of Signs in Juanda International Airport

Here, the researcher shows and explains the results of the function of signs at Juanda International Airport. Below the researcher presents the function of the sign at Juanda International Airport.

Table 4.13 Function of Signs in Juanda International Airport

Function of Signs	Number of sign	Presentation
To provide information and regulation	93	33,33%
To symbolize something	71	25,45%
To conserve local language	-	
To show and introduce the identity	1	0,36%
To show readiness to welcome international visitors	100	35,84%
To elevate the positions of the products and to attack more customers	14	5,02%
TOTAL	279	

4.1.3.1.1 To Provide Information and Regulation

In this function, the sign aims to provide or convey any information or regulations. It is like in Figure 4.33 and Figure 4.34.



Figure 4.33: Public Sign to Provide Information

In Figure 4.33, the sign provides information for airport visitors to use official transportation (taxi) from the airport. The signs also use Indonesian. The use of Indonesian on the sign aims to be easily understood by airport visitors. The sign is located at the airport exit area. It is also intended that the function of the sign is in accordance with the information conveyed.



Figure 4.34: Public Sign to Provide Regulation

In Figure 4.34, the sign contains the rules or regulations made by the airport. The sign contains that visitors must park in the space provided by the airport, visitors who bring vehicles may not lose tickets, important letters and

valuables in the vehicle, visitors must ensure the vehicle is locked and any form of loss is not the responsibility the airport. The sign also uses Indonesian to be easily understood by visitors. And the sign is also placed in an area outside the airport, so that the purpose of the sign can be conveyed to visitors correctly.

4.1.3.1.2 To Symbolize Something

The function of this second sign aims to symbolize something. Usually signs that have this purpose are signs of the name of the shop or agency. This is the identity of the shop owner or agency. As in Figure 4.35 and Figure 4.36.



Figure 4.35: Warkop Sedati

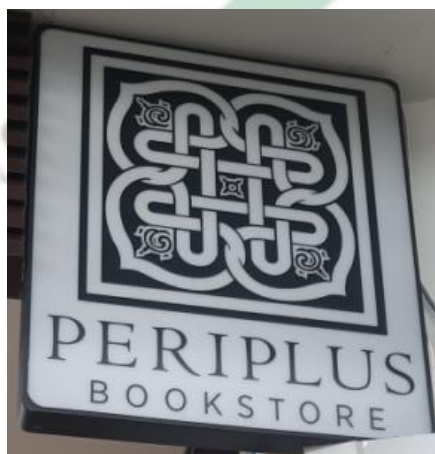


Figure 4.36: Periplus Bookstore

Figure 4.35 indicates that the owner of the shop is Indonesian, this is due to the use of Indonesian in the name of the shop. The name of the shop consists of

2 words, namely *warkop sedati* which can describe the shop. The word *warkop* means a place or shop that is usually a place to relax while drinking coffee, it is also in accordance with the symbol of the cup and the word *sedati* is the name of the *warkop*. While in Figure 4.36 uses English as the name of the shop. The use of English is in line with what is provided by the shop. In Figure 4.36, periplus bookstore provides imported books which means that the books are from abroad.

4.1.3.1.3 To Show and Introduce the Identity

The function of the next sign is to show and introduce identity. One of the identities referred to is the language displayed on the signs.



Figure 4.37: To Show and Introduce the Identity

In Figure 4.37 is a sign that uses Japanese script. The use of this Japanese script is to show the identity of the shop to visitors or foreigners. The identity means the shop or food is from Japan.

4.1.3.1.4 To Show Readiness to Welcome International Visitors

The next function is to show readiness to welcome international visitors or from outside the country. Signs that have this function must use languages that are easily understood by foreign people. This can be seen in the bilingual signs at the airport.



Figure 4.38: The Terminal Map



Figure 4.39: Karapan Sari

In Figure 4.38, the sign shows the map or directions at Juanda International Airport. The signs use two languages, namely Indonesian and English. This is because Juanda International Airport is a public space and is visited by many people and is also a large place, so this map or directions is very useful and must be easily understood by every airport visitor. This can also make international visitors can easily and enjoy when visiting. Then in Figure 4.39 is a sign that shows the definition of the bull race. The sign displays bilingualism in the definition of the cow karapan. It aims to introduce Indonesian culture to international visitors.

4.1.3.1.5 To Elevate the position of the products and to attract more customers.

The function of the last sign is to be able to elevate the position of the product and also to be able to attract many consumers. Thus, signs that have this function can display international languages to attract visitors.



Figure 4.40: Beard Papa's



Figure 4.41: Zen Hao

In Figure 4.40 is a shop sign that uses English. The use of English in the shop symbolizes globalization or modernity, so it will create the impression of expensive and contemporary food. This can attract a lot of customers. Then in Figure 4.41 is a shop sign that uses two languages, namely Chinese and English. China is a modern country that is famous for its seafood. The shop sign uses Chinese as the name of the shop and uses English to indicate the products being sold. The use of English is also very useful because customers will easily know and understand the products offered by the store.

4.1.3.2 Function of signs in Abdurachman Saleh Airport

Here, the researcher shows and explains the results of the function of signs at Abdurachman Saleh Airport. Below, the researcher presents the function of the signs at Abdurachman Saleh Airport.

Table 4.14 Function of Signs in Abdurachman Saleh Airport

Function of Signs	Number of sign	Presentation
To provide information and regulation	71	39,23%
To symbolize something	43	23,76%
To conserve local language	-	-
To show and introduce the identity	-	-
To show readiness to welcome international visitors	43	23,76%
To elevate the positions of the products and to attract more customers	24	13,25%
Total	181	

4.1.3.2.1 To Provide Information and Regulation

The function of the first sign is to provide or convey all information and regulations at a certain place.



Figure 4.42: Public Sign to Provide Information



Figure 4.43: Public Sign to Provide Regulation

In Figure 4.42 is a sign that provides information to airport visitors to wash their hands with soap, practice proper hand washing etiquette and tell the important time to wash their hands. These signs provide very useful information, this is because at this time there is a covid-19 pandemic that requires you to always live clean, one of which is by washing your hands properly. The signs are also very useful so that visitors don't get infected with Covid-19. Then, in Figure 4.43 is a sign containing the regulations that apply to that place. The sign contains an appeal to be required to wear a mask. This is related to the COVID-19 pandemic which requires visitors to wear masks when in the airport area. It also aims to protect visitors and airport employees from COVID-19.

4.1.3.2.2 To Symbolize Something

The function of the second sign is to symbolize something. Usually, the sign is a shop or agency sign that can identify the owner of the shop or agency.



Figure 4.44: Oleh-oleh Khas Malang



Figure 4.45: Oleh-oleh Khas Jawa Timur

Figure 4.44 and Figure 4.45 are signs in Indonesian. This indicates that the owner of the shop is Indonesian. Both Figures have the same sentence, namely "oleh-oleh khas". However, it has a difference in the name of the area. In Figure 4.44 it is a typical "Malang" souvenir, while in Figure 4.45 it is a typical "East Java" souvenir. Malang is the area where Abdulrachman Saleh airport is located, while East Java is the province. however, both shops sell local souvenirs..

4.1.3.2.3 To Show Readiness to Welcome International Visitors

The function of the next sign is to show readiness to welcome foreign visitors. This is indicated by the presence of bilingual signs in the area.



Figure 4.46: Kalender



Figure 4.47: Security Questions

In Figure 4.46, the sign shows the calendar or agendas of the festivals in Malang. Malang is the area where Abdulrachman Saleh airport is located. The figure also displays Indonesian and English. So that through this sign, international visitors can find out the agenda and travel in Malang. While Figure 4.47 is a sign that contains various questions that are usually asked by visitors to customer service and shows what items can and cannot be taken when at the airport or plane. The signs also use Indonesian and English. So that international visitors can understand easily and enjoy it.

4.1.3.2.4 To Elevate the Positions of the Products and to Attract More Customers

The last function is to elevate the position of the product and also to be able to attract many customers. Usually, this sign uses bilingual to attract many customers including foreign visitors.



Figure 4.48: Ladang Coffee



Figure 4.49: Lounge

In Figure 4.48 is a shop sign. The sign is bilingual because the name of the shop uses the Indonesian language “ladang” which means coffee field. Most of the products offered are various types of coffee that use English. This adds to the impression of modernity, contemporary and youth. Coupled with the use of brown in the background for writing the store's products, it adds to the aesthetics of the store. While in Figure 4.49 also uses bilingual. Most also use English in the mention of the shop's products. This creates an impression of modernity.

The results of the above findings show that the function of signs at Juanda International Airport is more than Abdulrachman Saleh Airport. At Juanda International Airport there are 5 function of signs, while at Abdulrachman Saleh Airport there are only 4 function of signs.

4.2. Discussion

This study identified three important findings related to the linguistic landscape at two airports there are Juanda international airport and Abdurachman Saleh airport.

The results of the first research question above show that the use of language in the linguistic landscape at these two airports in East Java has a variety of language usage. LL at Juanda International Airport displayed Indonesian, English, Chinese, Japanese, Arabic, Korean, Indian, Thai, Arabic and Vietnamese. Meanwhile, LL at Abdurachman Saleh Airport only uses Indonesian and English. This is very different from the results of Hardika (2019) which reports that there are only Indonesian, English, Japanese, Chinese, and Arabic languages at Kualanamu airport. The dominant language used at the two airports in this study is Indonesian as the national language of the Republic of Indonesia. The results of this study are also in accordance with the results of previous studies which have the same topic, there is LL in the airport from Hardika (2019) state that Indonesian is the dominant language at Kualanamu International Airport. This is also same with Ramlah (2020) that the existence of the Indonesian language has become the identity of the nation. From the findings, the use of monolingual signs in Indonesian at the two airports has a 10% difference in presentation. It can be concluded that the regulation of the use of signs issued by the two airports does not have much difference. In addition, the use of English which is the second dominant language at the two airports shows the diversity of languages in public places. This is same with Gorter (2007) state that bilingualism and

multilingualism affect language diversity in the linguistic landscape. Therefore, in this study the researcher clarified all types of languages in monolingual, bilingual and multilingual.

Then, for the bilingual sign, the dominant language used at both airports is Indonesian-English. This agrees with the research proposed by Fakhroh & Rohmah (2018) stating that bilingual signs of Indonesian-English and Indonesian monolingual signs and English monolingual signs still have a strong position. However, there are differences in the results of the research between the two airports. Based on the results of language use, Abdulrachman Saleh airport is a bilingual environment. This is because only Indonesian and English are spoken at the airport. Meanwhile at Juanda International Airport, the languages used are more diverse. Not only using Indonesian and English, but also using Japanese, Chinese, Arabic, Indian. Thailand, Korea and Vietnam as representatives of the differences in language use. This strengthens the position of Juanda airport as an international airport due to the diversity of languages used compared to Abdulrachman Saleh airport as a domestic airport. So, the researcher concludes that the diversity of language use in the two airports reflects the category or identity of each airport.

The result of the second research question is about the characteristics of bilingual and multilingual signs. There are five indicators, namely the first language of the sign, the size of the text, the font of the text, the amount of information and the translation (Cenoz & Gorter, 2006). This is in accordance with the results of research by Cenoz & Gorter (2006) which uses these five

indicators. However, it is different in the presentation of the results of this study and Cenoz & Gorter (2006). Cenoz & Gorter (2006) presented their data in a broad scope such as using the words "minority" and "majority" without showing what language they analyzed on the characteristics of signs. Meanwhile, in this study, the research findings are presented in detail by entering all the characteristics of bilingual and multilingual signs in a table and then analyzing them one by one. So it will be easier to provide understanding to the reader.

This is also in accordance with previous research by Sari (2019), Sinaga (2020) and Hardika (2019) which used the same theory, namely Cenoz & Gorter (2006), they explained the results of their research on the characteristics of bilingual and multilingual signs in detail, namely by displaying the analyzed language using five indicators. However, in research of Hardika (2019) the title is "the features of sign", while this research, Sari (2019) and Sinaga (2020) gives the title "the characteristics of bilingual and multilingual sign". This is according to Cenoz & Gorter (2006) in their report. Not only that, the difference in the research of Hardika (2019) that is not only identifies bilingual and multilingual signs but also identifies monolingual signs. Meanwhile, in this study, Sari and Sinaga only focused on bilingual and multilingual sign. In research of Hardika (2019), there are not five indicators used for monolingual sign, but only one, namely the first language of sign. In identifying the characteristics of bilingual and multilingual signs, Indonesian dominates the size of the two airports. Then followed by the use of English which dominates in the second position on the bilingual sign at the two airports. This is also consistent with the findings from the research of Sari (2019),

Sinaga (2020) and Hardika (2019) in their report that Indonesian is more dominant than English. Because Indonesian is the national language while English is the second language. Even so, the use of English is very helpful for visitors, especially foreign nationals. This is in accordance with research from Dégi (2012) and Sari (2019) which state that the use of bilingual and multilingual English in public places can be interpreted as information that is easy to understand, especially for foreign tourists. This is supported by the indication of the amount of information which in both airports is dominant “all languages are the same”, so that information in each language has the same information. Thus, the researcher concludes that the characteristics on the signs provide more information about the signs displayed at the two airports in this study.

Furthermore, the result of the third question is regarding the function of the signs displayed by the two airports. Juanda International Airport has 5 functions, namely to provide information and regulation, to symbolize something, to show and introduce the identity, to show readiness to welcome international visitors, and to elevate the positions of the products and to attract more customers. While at Abdulrachman Saleh airport it only has 4 functions, namely to provide information and regulation, to symbolize something, To show readiness to welcome international visitors, and to elevate the positions of the products and to attract more customers. There are no signs at the two airports that have a function to conserve local language. The local language that should exist is to use the Javanese language, while at the two airports there are no signs that display the Javanese language. However, the use of English at both airports is more widely

used. This is following the results of the report of Fakhiroh & Rohmah (2018) stating that English has a bigger number of uses than Javanese, because English represents social status and can elevate the products offered. In addition, the use of English can also be marked on modernity, contemporary, and youth, so that it can attract many customers. This is same with Perdana(2020)stating that the use of foreign languages is to welcome international visitors and attract customers. This study is also suitable with Wulansari (2020) stating that the symbolic function also refers to social factors such as cultural relations, power relations and language status. This is similar with Fakhiroh & Rohmah (2018) stating that the symbolic function can be used on personal signs that are widely used to identify shop owners. At Juanda International Airport, the languages found are more diverse. Meanwhile at Abdulrachman Saleh Airport, the language used is only monolingual and bilingual. This is different from Ruzaite (2017) stating that multilingual signs appear in tourist attractions such as restaurants. So, the researcher concludes that the function of the sign indicates the purpose of the sign, which is influenced by the target reader and the place where the sign is placed.

CHAPTER V

CONCLUSIONS & SUGGESTIONS

5.1 Conclusions

Based on the research findings, this study has several conclusions. First, the languages displayed at the two airports in this study (Juanda International Airport and Abdulrachman Saleh Airport) have similarities and differences. LL at these two airports has something in common, namely using Indonesian and English. However, at Juanda International Airport the language displayed is more varied than Abdulrachman Saleh airport. At Juanda International Airport, Japanese, Chinese, Arabic, Thai, Korean and Vietnamese are also used. In addition, the researcher presents the languages displayed in monolingual, bilingual and multilingual. After analyzing the findings, it was found that Abdulrachman Saleh airport displays monolingual and bilingual signs only (does not display multilingual signs). Meanwhile, Juanda International Airport uses monolingual, bilingual and multilingual signs.

Second, the characteristics of bilingual and multilingual sign at the two airports were studied using five indicators. The first indicator is the first language of sign. In this indicator, the dominant use of Indonesian language, followed by the use of English. However, at Juanda International Airport the first language of sign indicators also use Chinese and Japanese. Next on the second indicatorer is the size of text. There is a difference in this indicators, at Abdulrachman Saleh airport the dominant size of text indicatorer is the same (same all languages) while at Juanda International airport the dominant sie of text indicatores uses larger

Indonesian language (Indonesia bigger). The third indicatorer is the font of text. at Abdulrachman Saleh airport the font used is dominantly different (different) while at Juanda international airport the dominant is the same (all the same). The fourth indicatorer is the amount of information. Both airports have the same dominant, namely the information conveyed in each language is the same (same all languages). And the last indicatorer is translation. In both airports, the dominant indicatorer is no translation and followed by word to word translation.

Third, the function of the signs at Juanda International Airport and Abdulrachman Saleh Airport is different. At Juanda International Airport, it has 5 functions, namely to provide information and regulation, to symbolize something, to show and introduce the identity, to show readiness to welcome international visitors, and to elevate the positions of the products and to attack more customers. While at Abdulrachman Saleh airport it only has 4 functions, namely to provide information and regulation, to symbolize something, to show readiness to welcome international visitors, and to elevate the positions of the products and to attack more customers.

5.2 Suggestions

LL research in the future can be developed and varied from this research. Future research will be more interesting if it adds several approaches such as semiotics which examines language codes in sign models that made for a spesific purpose. In addition, future researchers can provide the visitors with a questionnaire approach to find out what the visitors think about LL in a place.

And it will be more complete if there are researchers who conduct LL studies in other public places.



UIN SUNAN AMPEL
S U R A B A Y A

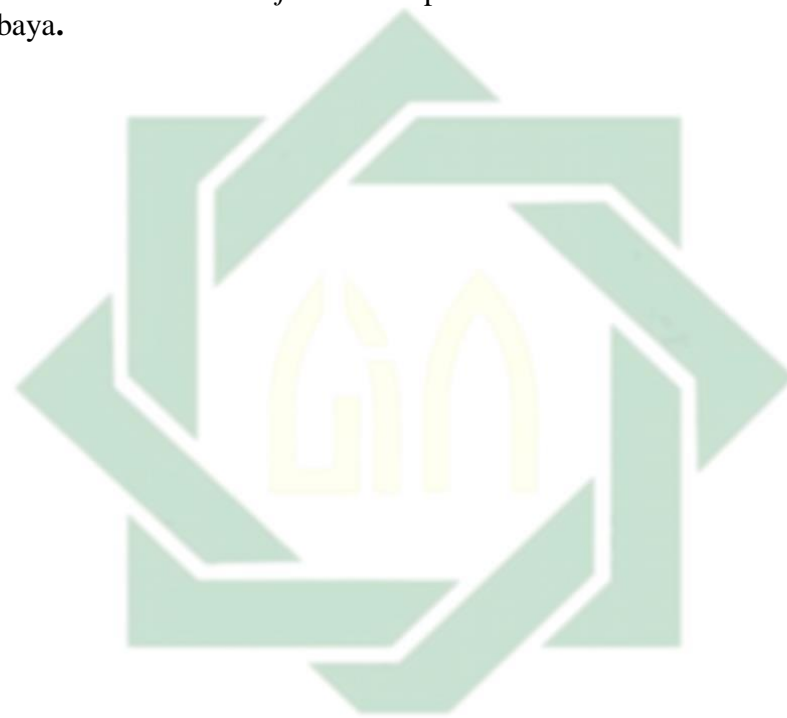
REFERENCES

- Abdillah, M. B. (2019). *Multilingualism and diversity of religions in Indonesia: linguistic landscape of places of worship in Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Adebileje, A. (2017). Analysis of elements of Africanism in the Nigerian linguistic landscape. *International Journal of Linguistics and Communication*, 5(1). <https://doi.org/10.15640/ijlc.v5n1a4>
- Adynur, Z. R. (2020). *A linguistic landscape study of tourism places in Sidoarjo*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Anderson, J. A., Wiredu, J. F., Ansah, G. N., Frimpong-Kodie, G., Orfson-Offei, E., & Boamah-Boateng, D. (2020). A linguistic landscape of the central business district of Accra. *Legon Journal of the Humanities*, 31(1), 1–35. <https://doi.org/10.4314/ljh.v31i1.1>
- Ardyansyah, M. A. (2020). *Language sign in Sidoarjo government service building*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Auliasari, W. (2019). *A linguistic landscape study of state school and private school in Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Ben-Rafael, E., Shohamy, E., Amara, M. H., & Trumper-Hecht, N. (2006). *Linguistic landscape as symbolic construction of the public space: The case of Israel* (D. Gorter (ed.); In *Linguis*).
- Cenoz, J., & Gorter, D. (2006). Linguistic landscape and minority languages. *International Journal of Multilingualism*, 3(1), 67–80. <https://doi.org/10.1080/14790710608668386>
- Cenoz, J., & Gorter, D. (2017). Language awareness and multilingualism. In *Language Awareness and Multilingualism* (Third). Springer International Publishing. <https://doi.org/10.1007/978-3-319-02240-6>
- Dégi, Z. (2012). The linguistic landscape of Miercurea Ciuc (Csíkszereda). *Acta Universitatis Sapientiae: Philologica*, 4(2), 341–356. <http://www.acta.sapientia.ro/acta-phil/C4-2/Philo42-8.pdf%0Ahttps://ceeol.com/search/article-detail?id=192946%0Ahttps://lens.org/068-716-100-339-257>
- Dwi Marti Wulan Sari, A. (2019). *A linguistic landscape study of signage in museum Angkut Batu East Java*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- ELİA, A. (2020). Italianisms and Italian sounding in the business language: the case of Istanbul linguistic landscape. *RumeliDE Dil ve Edebiyat Araştırmaları Dergisi*, 480–493. <https://doi.org/10.29000/rumelide.706154>
- Elsakinah, A. N. (2020). *Linguistic landscape in mall restaurants in Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.

- Fakhiroh, Z., & Rohmah, Z. (2018). Linguistic landscape in Sidoarjo city. *NOBEL: Journal of Literature and Language Teaching*, 9(2), 96–116. <https://doi.org/10.15642/nobel.2018.9.2.96-116>
- Fhakhiroh, Z. (2019). *Linguistic landscapes of Bangil: sign identification of urban space in Kampung Arab*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Firdausiyah, H. (2019). *A linguistic landscape study in pondok pesantren putri Mambaus Sholihin Gresik*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Gorter, D. (2006). Introduction: The study of the linguistic landscape as a new approach to multilingualism. In *Linguistic Landscape: A New Approach to Multilingualism*. <https://doi.org/10.21832/9781853599170-001>
- Gorter, D. (2006). Linguistic landscape: A new approach to multilingualism. In *Linguistic Landscape: A New Approach to Multilingualism*. <http://www.multilingual-matters.com>
- Gorter, D. (2007). The linguistic landscape in Rome: aspects of multilingualism and diversity. *Roma Multiethnica (I Cambiamenti Nel Panorama Linguistico/Changes in the Linguistic Landscape)*, February 2007, 15–55.
- Hadiyanti, I. (2020). *The use of English signages in the coffee shops in Gresik*. Unpublished Thesis.. UIN Sunan Ampel Surabaya. <http://digilib.uinsby.ac.id/43997/>
- Hamadiyah, M. Z. (2019). *A linguistic landscape of tourist spaces: multilingual signs in Surabaya and Mojokerto's heritage Sites*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Hardika, V. (2019). *Linguistic landscape in public space: a study of sign in Kualanamu International Airport*. Unpublished Thesis. Universitas Muhammadiyah Sumatra Utara.
- Herianto, A. I. (2020). *Linguistic landscape in multi-ethnic district of Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Inya, B. T. (2019). Linguistic landscape of religious signboards in Ado Ekiti, Nigeria: Culture, Identity and Globalisation. *Theory and Practice in Language Studies*, 9(9), 1146. <https://doi.org/10.17507/tpls.0909.11>
- Landry, R., & Bourhis, R. Y. (1997). Linguistic landscape and ethnolinguistic vitality: An empirical study. *Journal of Language and Social Psychology*, 16(1), 23–49. <https://doi.org/10.1177/0261927X970161002>
- Litosseliti, L. (2010). *Research Method in Linguistics*. <https://doi.org/10.4337/9781788972369.00014>
- Matwick, K., & Matwick, K. (2019). Linguistic landscape and authenticity in a Japanese supermarket in Singapore. In *Open Linguistics* (Vol. 5, Issue 1, pp. 532–552). Walter de Gruyter GmbH. <https://doi.org/10.1515/opli-2019-0029>
- Oktaviani, E. (2019). *Linguistic landscape: a case study of shop names in Gresik*

- Kota Baru (GKB), GRESIK*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Omar, N. H., Anuarudin, A. A. S., Husin @ Ma'mor, M. S., & Ariffin, K. (2018). language choice and preferences: mapping the linguistic landscape of Sentul, Malaysia. *Environment-Behaviour Proceedings Journal*, 5(SI3), 25–30. <https://doi.org/10.21834/ebpj.v5isi3.2529>
- Perdana, R. (2020). *Linguistic landscape of advertising billboards in Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Pitina, S. (2019). English Influence on linguistic landscape of modern Russian cities. *International Journal of English Linguistics*, 10(1), 61. <https://doi.org/10.5539/ijel.v10n1p61>
- Potisuwan, S., Methitham, P., & Rungrueng, A. (2020). *Exploring the role of english in shaping the linguistic landscape: a case study of the metropolitan area of Chiang Mai, Thailand*.
- Putra, A. A. E. (2019). *The bilingualism in road sign, from the perspective of the linguistic landscape*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Rafsanjani, A. R. (2019). *A linguistic landscape study of advertising signs on shopping mall and traditional market in Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Ramadhani, A. R. (2018). Lingua franca in the linguistic landscape of Gresik Kota Baru. *Etnolingual*, 2(2), 125–134.
- Ramlah, S. (2020). *Linguistic landscape in female student dormitories of state universities in East Java*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Safitri, M. (2020). *The linguistic landscape study in three Chinatowns of Surabaya*. Unpublished Thesis. UIN Sunan Ampel Surabaya.
- Sahril, S. Z. H., & Hermanto, A. B. (2019). Lanskap linguistik kota Medan: kajian onomastika, semiotika, dan spasial. *Medan Makna*, 17(2), 195–208.
- Salameh Alomoush, O. I. (2018). English in the linguistic landscape of a northern Jordanian city. In *English Today* (Vol. 35, Issue 3, pp. 1–7). Cambridge University Press. <https://doi.org/10.1017/S0266078418000391>
- Sinaga, I. N. (2020). *A linguistic landscape study at International Schools in Medan*. Unpublished Thesis. University of Sumatra Utara.
- Siricharoen, A. (2016). Multilingualism in the linguistic landscape of the faculty of arts, Chulalongkorn University, Thailand. In *Manusya* (Issue 22). <https://doi.org/10.1163/26659077-01903002>
- Thongtong, T. (2019). A linguistic landscape study of signage on Nimmanhemmin road, A Lanna Chiang Mai Chill-Out Street. In *Manusya* (Vol. 19, Issue 3). <https://doi.org/10.1163/26659077-01903006>
- Tuffour, A. D., & Asamoah-Poku, F. (2020). *Linguistic landscape in the face of Kumasi-Kajetia*. *Nairobi Journal*.

- Van Mensel, L., Vandenbroucke, M., & Blackwood, R. (2016). *Linguistic Landscapes*.
- Wafa, A., & Wijayanti, S. (2018). Signs of multilingualism at religious places in Surabaya: A linguistic landscape study. *Advances in social science, Education and Humanities Research (ASSEHR)*, 228.
<https://doi.org/10.2991/klua-18.2018.5>
- Widya, E. K. A., & Wijayanti, N. U. R. (2020). *The linguistic landscape of educational tourism in Mojokerto*. Unpublished Thesis. UIN Sunan Ampel Surabaya.



UIN SUNAN AMPEL
S U R A B A Y A