

CHAPTER I

INTRODUCTION

1.1 The Background of the Study

Language is a means of communication. Montgomery (1995) commented that language informs the way of people think, experience, and interact with each other. Language can be learned as a system of communication. Systematic knowledge about language and practical awareness of how it works is fundamental to the process of building mature communities.

The term 'language' can be used in a very broad metaphorical sense to refer to any system of communication. Fiske (1990) stated that communication is one of those human activities that everyone recognizes but few can define satisfactorily. Communication is not a simple mechanical matter of passing information from one person to one or more others but rather is a complex, multilevel event.

In field of aviation, the language exactly used by pilots, air traffic controllers, and other personnel associated with the aviation industry. Although the term may encompass a wide variety of language used in every situation, including the language of airlines mechanics, flight attendants, or ground service personnel, most research and teaching focus on the more specialized communication between pilots and air traffic controllers, often called radiotelephony.

Thamrin (2001) in his thesis *Analisis Kesalahan Ujaran Pada Komunikasi Lalu Lintas Penerbangan*, observed the error in aircraft communication, the causes of the error, and the reason of the error communication. But in this research, it refers to the language use in aviation which is a communication between air traffic controllers and pilots.

The researcher interests with the language used by ATC which is called phraseology. The reason shows that phraseology is not only the words or phrases spoken by everyone but phraseology is a language as a means of communication between controllers and pilot which had been standardized and also had certain meaning in conveying the statements or another speech functions (such commands, offers, or questions).

Cowie (1998) stated that in linguistics, phraseology is the study of set or fixed expressions, such as idioms, phrasal verbs, and other types of multi-word lexical units (often collectively referred to as phrasemes), in which the component parts of the expression take on a meaning more specific than or otherwise not predictable from the sum of their meanings when used independently. Phraseology is the branch of linguistics; it refers to the language used by air traffic controller (ATC) in communication with pilot as the functions of conveying the meaning in language use.

Commonly, pilots use English as the main language (another language can be also used in certain situation but English is more suggested deeply) in communicating by radio telephony in the cockpit of airplane, while air traffic controllers use language which is called by phraseology, in communicating by radio stations in grounds (airport). Both of them constantly give and take

information each other. Such as the weather, air traffics, and some instructions as long as the operation of flights are running. Moreover, pilots also know how to say by using phraseology even it is not their main language.

The system of communication used by pilots is actually aviation English. It means the language used by flight attendants and other general aviation personnel, like many forms of English for specific purposes, uses conventional English pronunciation, structure, vocabulary, and interactional patterns, but adapts them to the purposes of the particular domain and context. The system of communication used by air traffic controller is a more specialized and restricted variety, for which the language patterns are tightly regulated by professional and international standards. It is called phraseology, as mentioned previously. Phraseology is the words or phrase used by ATC which conveys a certain meaning in communication with pilot.

In this research, phraseology is used as a means of communication between controllers and pilot. This communication is absolutely different with common speech in daily life. In phraseology there are words and phrases which have certain meaning that had been standardized so that among controllers and pilot should have their own understanding in doing communication.

Example: *C: Indonesia 070 copied visual contact continue descent 2000
report runway insight*

P: Descend 2000 feet call you runway insight Indonesia 070

From the example above, phraseology used by controller and pilot has their certain meaning in their communication. It had been standardized to be a

language as a means of communication among them. See that a controller gives a commands or information to pilot to do what his/her mean.

The language used among pilots and flight engineers in the cockpit is often a hybrid of specialized technical language and everyday language and may use varying amounts of English or other languages. Whereas the demands for the use of English by other aviation personnel vary widely by country and context, the use of English as the international language of air traffic controller is officially mandated by the International Civil Aviation Organization (ICAO). The ICAO is a specialized agency of the United Nations, whose role is to set standards for aviation safety and security. According to ICAO policy, pilots on international flights and air traffic controllers in airspaces that receive international flights must demonstrate the ability to communicate effectively in English, in addition to the language used by the station on the ground.

In the procedure of Annex 10 Vol. II ICAO mentioned that pending the development and adoption of more suitable form of speech for universal in aeronautical radiotelephony communications, the English language should be used as such and should be available, on request from any aircraft station unable to comply with all station on the ground service designated airport and routes used by international air service. Thus, phraseology is a part of English which has its own meaning used in a communication.

And then, the English language should be the basis for the development of the requisite phraseology. Words with Latin roots should be given preference in developing the phraseology. The last one is the language normally used by pilots,

air traffic controllers, and other personnel associated with the aviation industry and other language that may be used on request at a station in the ground should come from a part of the AIP (Aeronautical Information Publications) and other published aeronautical information concerning such facilities.

Air Traffic Controllers (ATC) always keeps contact with pilots by using English and phraseology. As the world becomes more and more global, language becomes a key factor in the efficiency of pilots and ATC communications. The use of standardized phraseology is one of the most important factors involved in the use of language in communication between ATC and pilots.

The phrases or words which are used in communication between ATC and pilots are called by phraseology which is a group of phrases which may contain of one or more simple words. The phrase is absolutely built in English, simple and never been overused. For example: phrase <ACKNOWLEDGE> means let me know that you have received and understood this message. It is one of general phraseology used in every operation of airplane belongs to the air traffic.

Another example of phrase used in ATC and pilots as the language use in communication like <CLEARED TO LAND>, <CLEARED FOR TAKE OFF>.

Those phrases are used in the surroundings of airport (vicinity of aerodrome; from land to 2500 ft.). These phrases are used in communication while the airplane is on the ground or airport to make a move to fly away or landing.

The example phenomenon of communication between ATC and pilots can be seen onto Sukhoi Superjet 100 in Gunung Salak, Bogor (Indonesia), when the communication ran between ATC and pilot, pilot asked ATC to get down from

10.000 ft. to 6.000 ft. Then ATC agreed and stated 'cleared', but unfortunately the accident happened. For another one which makes a near miss refers to US Airways in Ronald Reagan Airport, Washington DC. In this case, ATC got confused to take off 2 (two) planes which in the same time 1 (one) plane got to land. So that's why controllers and pilots should make a good communication in giving and receiving information by using their own language which is phraseology.

Mell (1992) stated that pilots and controllers' communication needs in situations for which phraseology is not enough requires the usage of natural language though constrained by phraseology's rules of clarity, preciseness and concision. This form of natural language is referred to by the ICAO as plain language and is prescribed as a last resort when phraseology has reached its limits:

- ICAO standardized phraseology shall be used in all situations for which it has been specified. Only when standardized phraseology cannot serve an intended transmission, plain language shall be used (2001).
- ICAO standardized phraseology should always be used in the first instance (2010).

From those all phenomenon and evidence, the researcher focused in finding the types of phraseology and then identifying the patterns based on the types of phraseology, from those substances then the elaboration of how the phraseology used in communication between ATC of KNIA and pilots will be described as the investigation of phraseology used in controller's communication.

This reason strengthened the researcher to derive the language used in aviation by doing a research to find more information of the communication between ATC and pilots. As the data to be analyzed, the researcher recorded the communication from controller while controlling the aircrafts on the airspace with pilot which is called as phraseology (words and phrases in statements or commands). The data used to find the phraseology as the means of communication of controllers.

1.2 The Problems of the Study

Based on the background of the study, the problems of the study were formulated as the following:

- 1) What are the types of phraseology used in communication between ATC of Kuala Namu International Airport (KNIA) and pilots?
- 2) What are the patterns of phraseology used in communication between ATC of KNIA and pilots?
- 3) How is the phraseology used in communication between ATC of KNIA and pilots?

1.3 The Objectives of the Study

From the problems stated, the objectives of the study were identified:

- 1) to find out the types of phraseology used in communication between ATC of and pilot
- 2) to identify the patterns of phraseology used in communication between ATC of KNIA and pilot

- 3) to know the phraseology used in communication between ATC of KNIA and pilot.

1.4 The Scope of the Study

The scope of the study is concerning with airline field or aviation. In other words, this research limited the observation on the phraseology used by ATC in Kuala Namu International Airport (KNIA), North Sumatera, or the use of language in communication between ATC and pilots in KNIA as the functions in conveying the meaning. Phraseology in this research referred to the speech functions which included the commands and statements as the communication among them as the meaning of communication.

1.5 The Significances of the Study

Theoretically, the study is aimed at enriching the theories of phraseology especially the use of language of Air Traffic Controller (ATC), the phraseology used in communication, the patterns of phraseology used in communication between ATC and pilot, and the dominant phrases or words used in communication.

Practically, the findings of this study aimed at contributing the information about language used of Air Traffic Controller (ATC) as the process of communication by using phraseology for students, lecturers, and those who are interested in this field.