

OPTIMIZING ENGLISH USE IN MT NUSA MERDEKA CREW TO MINIMIZE MISUNDERSTANDINGS DURING DOCKING AT WEIHAI DOCKYARD

Rigel Clifford Dologht*, Faisal Saransi, Subehana Rachman

Nautical Study Program, Merchant Marine Polytechnic Of Makassar

*Corresponding author: rigelclifford571@gmail.com

Abstract

Optimizing the Use of English Language Among MT. Nusa Merdeka Crew to Minimize Misunderstandings During Docking in Weihai China. The use of English language among MT. Nusa Merdeka crew members is not optimal onboard, which has led to delays during docking operations due to communication breakdowns between the crew and the dock vendors. This study aims to assess the English language proficiency of each MT. Nusa Merdeka crew member. The type of research and data analysis used is qualitative with a descriptive approach, data obtained through direct interviews with Officer. Data were also taken from direct observations when researchers carried out practice on board. The results of this study indicate that the use of English among the MT. Nusa Merdeka crew is not well-implemented. Several incidents of accidents during work have been observed, resulting from misunderstandings in communication.

Key words: Communication, English, Usage.

INTRODUCTION

As the world economy continues to improve, shipping has become one of the global economic activities which causes unavoidable interaction between humans with various national and cultural backgrounds. This characterizes the heterogeneity of the maritime world from an economic and social perspective. So, the announcement of the diversity of nations with different languages on a ship is something that can be understood.

Misunderstandings in the shipping industry can result in accidents and reduce business efficiency. This is often caused by workers' lack of communication skills, which significantly affects the effectiveness and efficiency of communication in the work environment.

Sylvia (2017) stated that a lack of communication skills among the ship's crew could pose a risk of danger to the ship when operating. In a study entitled "Improving the Communication Skills of Persons with Disabilities in Communicating in English while Serving on Ships" there is a relevant problem that will be researched by the author, namely the lack of understanding in English which results in the risk of accidents. Most of the MT. Nusa Merdeka crew does not understand the importance of English in the maritime world. Because of this, there have been many obstacles that have occurred during the process of working on a ship's dock, including accidents during work due to a lack of understanding of the instructions given, and work being hampered due to a lack of understanding of the language used. The consequences of these incidents have an impact. Due to delays in working on the dock, the company has to spend more budget on working on the dock. So, it can be concluded that the use of English has a very important position in order to achieve smooth ship operations and avoid the risk of collisions and work accidents caused by communication misunderstandings.

In compiling the results of this researcher, the main problem was: How to Optimize the Use of English in MT. Nusa Merdeka Crew? And the research aims to determine the Optimization of the Use of English in MT Crews. Nusa Merdeka.

LITERATURE REVIEW

a. Optimization

According to (Mohammad Nurul Huda, 2018) Optimization comes from the word optimal, meaning best or highest. Optimizing means making it the best or the highest. Meanwhile, optimization is the process of optimizing something, in other words the process of making something the best or the highest. So optimization here means trying optimally for the best results to achieve in the implementation of management of educational facilities and infrastructure in accordance with the expectations and goals that have been planned. Optimization is closely related to the criteria for the results obtained. A school can be said to be optimal if it obtains maximum results with minimum losses.

From the definition above, it can be concluded that optimization is a process of activities to improve and optimize a job to become more/fully perfect, functional, or more effective as well as finding the best solution to several problems in order to achieve the best goals according to certain criteria. And as for the goals and benefits of optimization.

1. Optimization Benefit
 - a. Overcoming Problems from within
 - b. Decision Making
 - c. Save Resources
2. Optimization Goals
 - a. Get Better Results.
 - b. No need to add modes or funds
 - c. Save time.
 - d. Utilize the existing the natural resources and humand reseources.
 - e. Speed up the completion of work

b. Defenitions and Function of Language

Language can be said to be a system used to give birth to feelings and thoughts. Through language skills, humans become the foundation for living as a group in order to achieve high civilization. Language is a symbol of speech sounds which functions as a means of communication for the local community. Good language develops based on a system, namely a set of rules that its users obey. Language itself has a function as a means of communication, integration and adaptation to society. Through the use of language, a mutual understanding of the characteristics, desires, motives, educational background, social life, and relationships and customs of an individual can be established. In general, language has the following functions:

1. Language as a means of self-expression
2. Language as a means of communications
3. Language as a tool of social intergration and adaptation
4. Language as a controller of social conditions

c. Communication

Communication is the process of sending and receiving messages between two or more people to ensure understanding of the message conveyed. In short, communication can be defined as a relationship or interaction. There are several components that need to be considered when communicating

1. The Sender or communicator is the party who sends the message to the other party
2. Message is the content or intention what will be conveyed by one party to the other party
3. The channel is the medium through which the message is conveyed to the communicant. In inter-personal communication (face to face) the channel can be air that flows tone / sounds vibrations.
4. Feedback is the response of the message recipient to the content of the message he conveyed
5. Rules agreed upon by the communication actors on how the communication will be carried out ("Protokol")

In the current era of globalization, more and more companies are operating internationally with employees from various different cultural backgrounds. Given this cultural diversity, intercultural communication becomes very important to ensure a harmonious and productive work environment. Intercultural communication refers to the process of exchanging information, ideas and messages between people from different cultures. Meanwhile, Siregar et al. (2022) explain that intercultural communication is a process of communicating between individuals who come from diverse cultural backgrounds.

d. Maritime English

In the maritime world, English is called an international language. Based on IMO (International Maritime Organization) regulations, English is the language universally used in the maritime sphere. The use of English in daily conversation is greatly influenced by language accent, culture and combinations of certain terms from the speaking country so that each speaker from various countries has a different accent in using English. This results in incongruence when communicating in English on board the ship. Therefore, IMO has established standard English phrases that are standardized and universally used at sea, called Standard Marine Communication Phrases or SMCP. The SMCP was first formed at a meeting held in November 2001 as a resolution and introduction of the SMCP to all educational organizations and labor institutions. SMCP involves phrases that have experienced development with their function as a means of communication from land to sea or vice versa, and from ship to land to ensure work safety. Maritime English aims to reduce language barriers that occur on board ships to minimize misunderstandings in communication which can result in accidents.

e. Efforts to improve English Proficiency

There are several ways to improve your English language skills:

1. To be able to master English on the ship, the ship master gives regulations to the officers and crew members who must use English with their fellow crew members in every place on the ship, that way the officers and crew members can improve their quality in speaking English.
2. Read anything in English. Such as reading story books, newspapers, magazines, comics, English textbooks, instructions, ingredients in food packages, advertisements, and so on. So that the officers and crew make reading fun.

3. Watch films with English subtitles. This will become your favorite way of learning English. not only can you have a fun time watching movies, you will learn new words at the same time and know how to pronounce them.
4. Listen to English songs. In the process of learning a foreign language, there are various factors that determine how well a person will ultimately master the language being studied.

These factors can also determine the level of anxiety felt by someone who is learning English. These factors are personal and interpersonal anxieties, language learning, instructor-learner, classroom, and management testing procedures.

f. Dockyard/Shipyard

Dockyard/Shipyard is a place designed to repair and build ships. These ships can be cruise ships/yachts, military fleets, cruise ships, cargo or passenger aircraft. Countries with the capability to build large shipbuilding industries include South Korea, Japan, and the People's Republic of China. The shipbuilding industry in Europe is more fragmented than in Asia. In European countries there are more small companies, compared to shipbuilders in Asia which are fewer but larger. Most shipbuilders in the United States are privately owned, with the largest being Northrop Grumman, a multi-billion dollar defense contractor. A large shipyard site will contain many cranes, dry docks, slipways, dust-free warehouses, painting facilities and a very large space for fabricating the ships. Once unfit for use, the ship will make a final journey to a ship breaking yard, often on a coast in South Asia. In the past ship breaking was carried out in dry docks in developed countries, but high wages and environmental regulations have resulted in the industry moving to developing regions.

RESEARCH METHODS

The research method used in this research to analyze the data in this thesis is a qualitative descriptive method. The qualitative descriptive method is an analytical technique used to describe how to optimize the English language, especially in docking activities so as to minimize the occurrence of work accidents.

The unit of analysis is a particular unit that is taken into account as a research subject. The unit of analysis is a sampling procedure which includes sampling and study units. The unit of analysis of this research is the MT ship crew. Nusa Merdeka.

In this research, the data analyzed is in the form of words or sentences obtained from observations and interviews as well as supporting research documents in the form of writings containing descriptions obtained through literature study and observation results.

After all the data is obtained from the results of interviews and observations, it is studied and then carried out data reduction, which is an effort to summarize and select important things from the results of interviews and observations. Then, the next step is to create a data presentation. Data presentation is the delivery of information based on data obtained and arranged well so that it is easy to draw conclusions.

RESULTS AND DISCUSSION

Research Results

Based on the author's experience during carrying out sea practices on board a ship for 13 months and 13 days on an MT. Nusa Merdeka. And on July 28 2023 the MT Ship. Nusa Merdeka Enters China's Weihai Dockyard Port.

During the implementation of Docking, there were several obstacles which resulted in work accidents due to misunderstandings in communication caused by differences in nationality. The cases resulting from misunderstandings in communication are as follows:

1. On August 10, the dock vendor instructed to pair staging with English communication in high areas so that ship workers could make repairs in high areas, but during staging preparation a fee was charged per day. So the dock vendor instructed them to carry out repairs first in the area where staging was installed to reduce additional dock costs incurred by the company. However, during implementation in the field there was a linguistic misunderstanding, namely that the ship's crew thought that repair work was not being carried out in the staging area, causing the ship's crew to carry out work in another area. language misunderstanding where the ship's crew thinks that repair work is not in the staging area and the crew is carrying out work in another area.

Table 1 Dock Vendor Conversation with Ship Crew

Vendor Dock: *Today the staging is Ready For working Aloft for maintenance*

Chief Officer: *Ok Sir thank you so what maintenance should we do today?*

Vendor Dock: *Ok because staging is ready maybe we can Work Aloft for the maintannace. Because the staging is rented per days so the loger the staging is set the higher cost it can get*

Chief Officer: *Ok Sir Copied ship crew work Aloft for the maintannace*

Chief Officer: *Ok Crew ship do you understand the job for today?*

Ship Crew: *Yes (sambil mengangguk)*

Source: Thesis Writer

2. On August 21 2023, when docking work was taking place in the AC room, the docking vendor instructed one of the responsible crew members to carry out AC work, namely the Electrician. Before work is carried out, the vendor first provides instructions for working on the Air Handling Unit (AHU). When the work was carried out, the ship's crew instructed not to turn on the blower because repairs were being carried out to ensure there was no damage. After checking, it was found that there was damage to the blower part. In fact, previously the ship's crew had instructed the vendor not to test the blower. However, the crew's lack of understanding of English meant that instructions were given using sign language in the form of movements.

Tabel 2. Conversation Material of Dock Vendor with Ship Crew

No	CONVERSATION MATERIAL	
	VENDOR DOCK	SHIP CREW
1	<i>Right Now wee can maintannace for the AHU can you check what is the problem with the AHU</i>	Yes
2	<i>Can I Turn On the Power</i>	(Using Sign Language that instructs do not turn on)
3	<i>OK I Will Turn On the Power</i>	

Source: Thesis Writer

Results

On August 25, the author asked the Captain at MT. Nusa Merdeka The following are the results of the interview and in the interview the author tried to use English conversation with the Captain on the ship. In the interview, the author asked about the opinion of crew who work in overseas dock areas but do not speak English. And what is Captain's opinion about how to improve your knowledge of English.

"From the results of the cadet's interview with the ship's captain, it is that English is a very important language because English is an international language, so every sailor is required to have English language skills and also in the interview the ship's captain provides solutions or how to practice English skills, namely by getting used to using English among ship crew members, reading dictionaries, and using social media platforms"

On August 26, the author conducted an interview with the 2nd officer on the ship. The following are the results of the interview between the author and the 2nd officer. In the interview, the author asked several questions to the 2nd officer, namely whether there were difficulties in communicating between other people, and the factors that caused the ship's crew to not understand English.

"The results of the interview were 2nd Officer MT. Nusa Merdeka stated that when he was docking, especially abroad, he had a little difficulty in communicating because when we are abroad, sometimes we have difficulty when they speak, because as we know, each country has a different accent, which sometimes means I don't understand what it is. what the person said. And the reason why ship crew don't understand English is because they lack self-motivation, they also don't understand the importance of English, and also maybe because they feel that they are too old to learn English."

On August 27, the author conducted an interview with the crew on board the ship and the following are the results of the interview with the crew on board the ship. In this interview the author asked several questions to the crew on the ship regarding difficulties during communication on the ship.

"In the interview, ABK said that he felt difficulty in communicating with outsiders due to his lack of knowledge in English. He also said that the reason for his lack of knowledge in English was due to his lack of motivation about the importance of speaking English and he also felt that he was too old to return to studying English".

The conclusion from the three interviews is that English language skills are very important for seafarers, considering that English is an international language used in communication at sea. The speakers, namely the Ship Captain, 2nd Officer, and Crew, realized that English language skills are very necessary for smooth communication abroad and on ships, especially in situations involving

interaction with outside parties or when docking at international ports. However, there are several obstacles faced by ship crew in mastering English. The main obstacle expressed was a lack of motivation to learn English, as well as a feeling that they were too old or no longer capable of learning a foreign language. Apart from that, differences in accents and speaking habits from various countries also increase difficulties in communicating with foreigners. The solution proposed by the Ship Captain to improve English language skills is to get used to using English in daily communication between fellow ship crew members, reading dictionaries, and utilize social media as a means to practice. With these methods, it is hoped that sailors can further improve their English language skills and overcome existing communication barriers. Overall, despite the difficulties faced, the importance of English in the world of shipping cannot be ignored, and efforts are needed to increase motivation and English learning among ABK.

CONCLUSION

With the results of observations made by the author, it shows that during the implementation of communication during docking activities there were several obstacles such as a lack of understanding in communicating in English. This caused several work accidents both in the field and among the crew. Sauggestion

Related to the results of observations related to optimizing the use of English, especially in work in vulnerable areas such as docking, where docking work has different nationalities, so that English as an international language must be mastered by crew and workers so that optimization by getting used to and implementing communication in English needs to be done. to avoid misunderstandings about the meaning when carrying out work, especially work in vulnerable areas. By implementing and applying English in the work environment, it fosters a sense of curiosity regarding English so that it can reduce the risk of work accidents on ships or in docking areas..

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