

LAMPIRAN

Lampiran 1. Daftar Pertanyaan Wawancara

Pertanyaan Wawancara Pramuwisata

Pertanyaan-pertanyaan berikut diajukan kepada pramuwisata wisatawan Jepang di Bali guna mengetahui ragam penggunaan bahasa Jepang yang digunakan oleh pramuwisata, tingkat penguasaan bahasa Jepang pramuwisata, kendala yang dihadapi dalam berkomunikasi dengan wisatawan Jepang, serta guna mengetahui secara lebih jauh peranan HPI DPD Bali dalam melahirkan pramuwisata berbahasa Jepang yang kompeten.

1. Sudah berapa lama anda menjadi pramuwisata?
2. Apa yang mendasari anda dalam memilih untuk melayani wisatawan Jepang?
3. Dalam aktivitas memandu wisata, bahasa apa yang sering anda gunakan dalam berkomunikasi dengan wisatawan Jepang (Inggris, Jepang, atau keduanya)?
4. Adakah perbedaan antara bahasa Jepang yang anda gunakan secara tertulis dengan lisan?
5. Adakah kesulitan yang anda temui dalam berkomunikasi dengan wisatawan Jepang?
6. Tolong berikan contoh sapaan dalam bahasa Jepang yang sering anda gunakan dalam memperkenalkan diri dan menyapa wisatawan Jepang. Apakah menurut anda wisatawan tersebut dapat memahami dengan baik apa yang anda ucapkan?
7. Tolong berikan contoh penjelasan suatu objek wisata (singkat saja) dalam bahasa Jepang yang sering anda gunakan dalam menemani wisatawan Jepang. Apakah menurut anda wisatawan tersebut dapat memahami dengan baik apa yang anda ucapkan?
8. Dalam percakapan ringan dengan wisatawan Jepang, pernahkah anda menggunakan kata serapan bahasa Inggris dalam bahasa Jepang (misal *Aksesarii* – aksesoris)? Berikan contoh yang sering anda gunakan.
9. Pernahkah anda menggunakan ungkapan-ungkapan hormat dalam bahasa Jepang? Berikan contoh yang sering anda gunakan.
10. Apakah anda memiliki sertifikat resmi bahasa Jepang?

11. Menurut pengalaman anda, bagaimana peran HPI DPD Bali terhadap keberadaan pramuwisata bahasa Jepang di Bali?
12. Apakah menurut anda tingkat kepuasan wisatawan Jepang yang berkunjung ke Bali juga ditentukan dari seberapa baiknya pramuwisata dalam berbahasa Jepang?

Lampiran 2. Kuesioner Google Form

<https://forms.gle/L8MoNmubqRsYDf18>



Role of Tour Guides on Tourist Satisfaction Level

Tourism destinations need to offer qualified service and renew themselves continuously. In this context, tour guides as key representatives of destinations play a significant role on tourist satisfaction and re-visit intention.

What is the highest level of education you have completed?

- High school
- College
- University
- Post graduate degree

Tourists Perceptions and Satisfaction Regarding Tour Guiding in Bali

This questions indicate what is the main concern of the tourists in relation to the local tours in the destination, ie which aspect of the tour they take into account when deciding on it

How many times have you come to Bali as a tourist?

- Once
- Twice
- 3 times

How would you describe your gender?

- Male
- Female

What is your age group?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 or over

Which aspect of the travel agency do you like the most?.

- Program and Itinerary
- Presentation of the tourist guide
- Price
- Vehicle quality
- Duration
- Others

Why did you prefer to join this guided tour in Bali?

- Because I don't know local language
- In order to learn more about Bali's historical and cultural sites
- Not to be anxious to round out alone
- In order to get qualified information
- In order to have an enjoyable time
- Others

How good were the tour guides conducting daily conversation using Japanese language?

	1	2	3	4	5	
Very Bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Good

How good were the tour guides presented the information using Japanese language?

	1	2	3	4	5	
Very Bad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Good

To what extend are you satisfied with the tour guide conducted the tour you attended?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

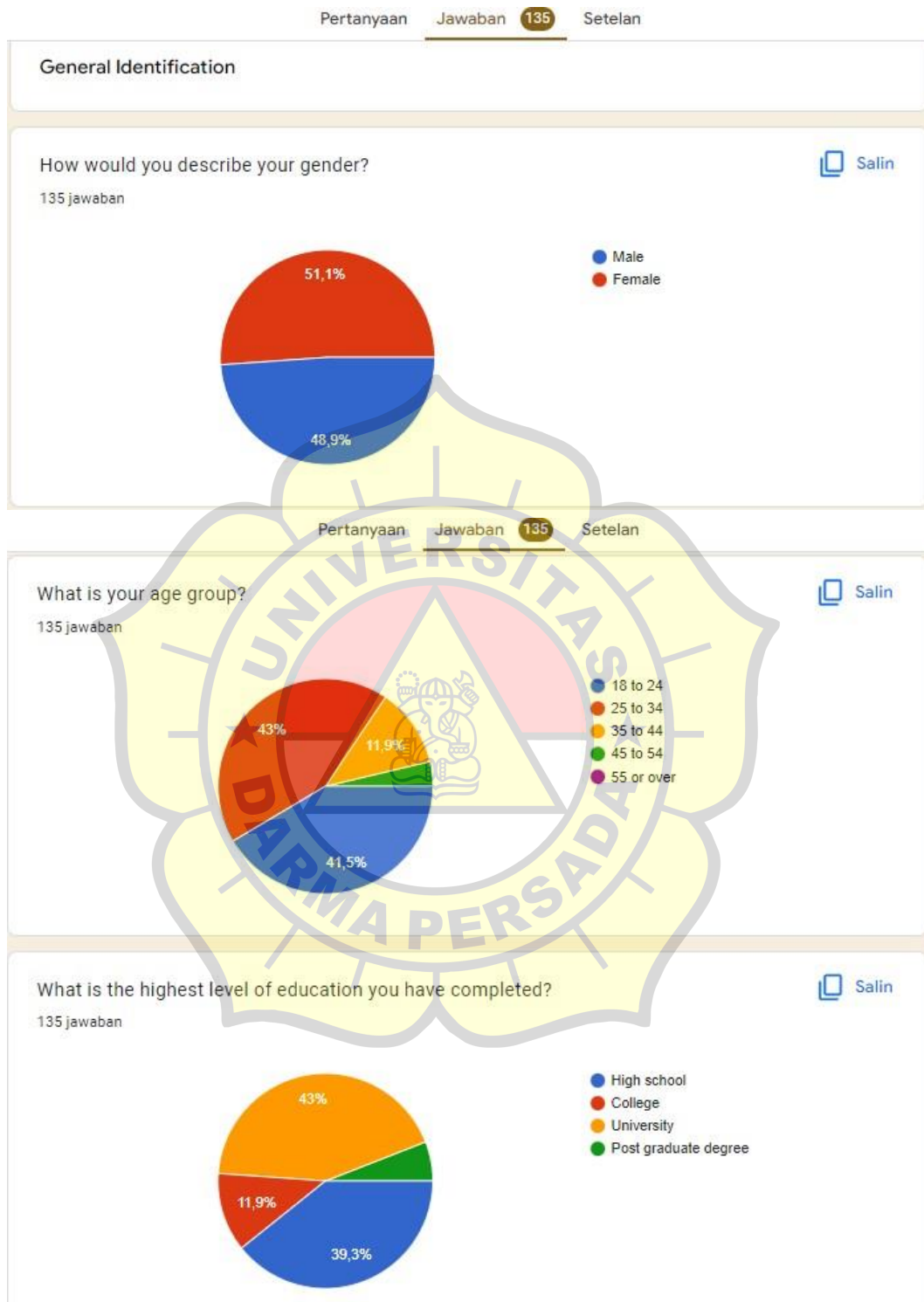
What is the importance level of tour guide in your possible decision of re-visiting Bali?

- Very important
- Important
- Neutral
- Unimportant
- Very unimportant

Lampiran 3. Screening Populasi Sampel



Lampiran 4. Jawaban Kuesioner Google Form

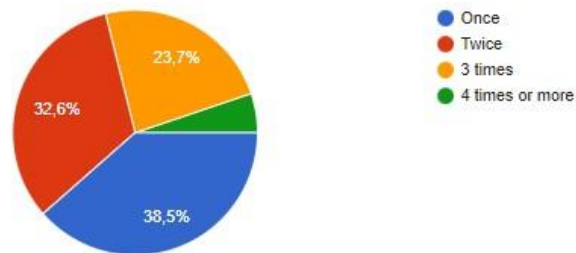


Pertanyaan Jawaban 135 Setelan

How many times have you come to Bali as a tourist?

[Salin](#)

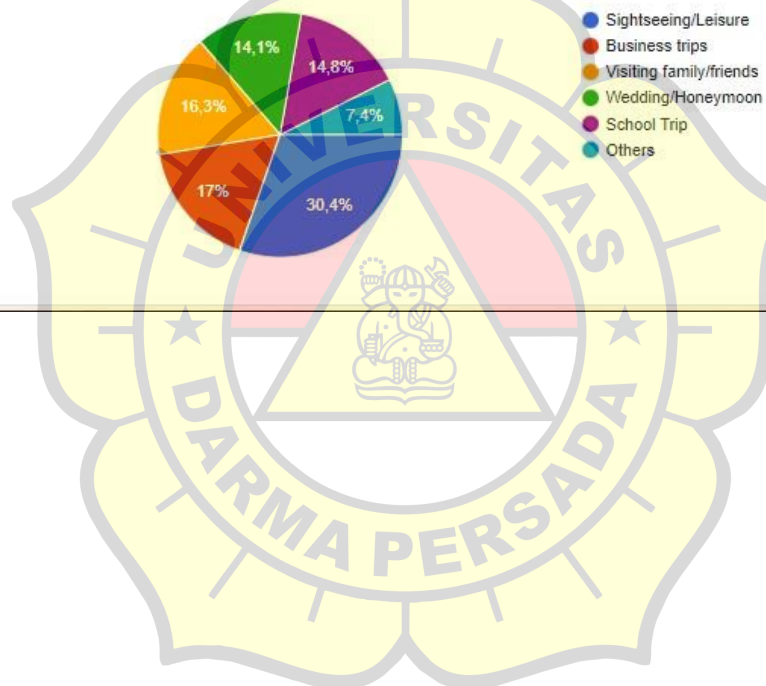
135 jawaban



What was the main purpose of your trip to Bali?

[Salin](#)

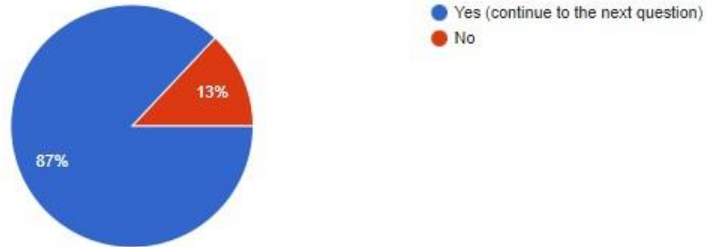
135 jawaban



Did you prefer to use a travel agency for your trip to Bali?

Salin

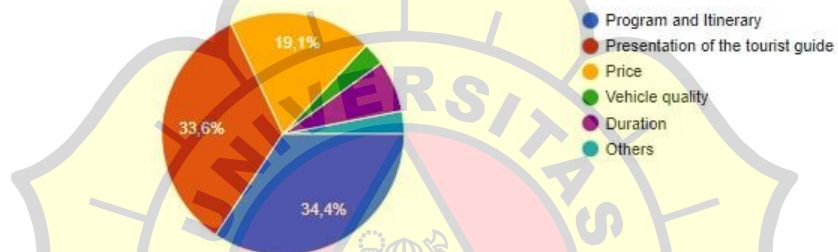
131 jawaban



Which aspect of the travel agency do you like the most?

Salin

131 jawaban



Why did you prefer to join this guided tour in Bali?

Salin

131 jawaban

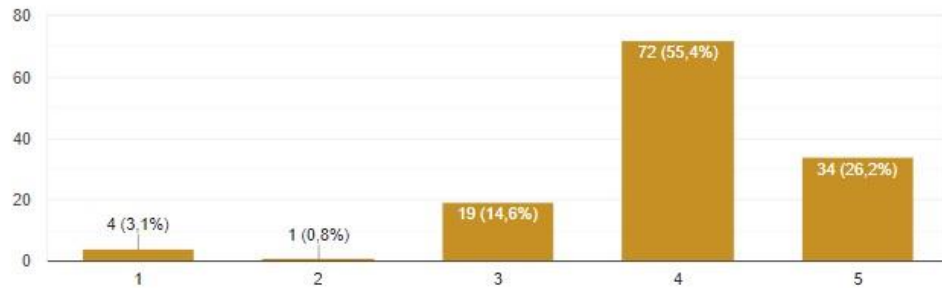


Pertanyaan Jawaban 135 Setelan

How good were the tour guides conducting daily conversation using Japanese language?

Salin

130 jawaban

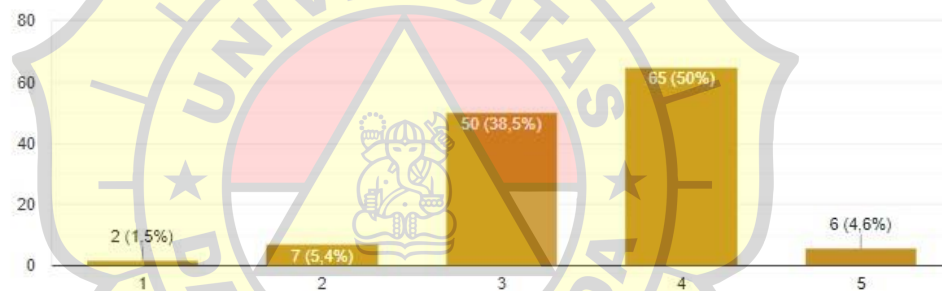


Pertanyaan Jawaban 135 Setelan

How good were the tour guides presented the information using Japanese language?

Salin

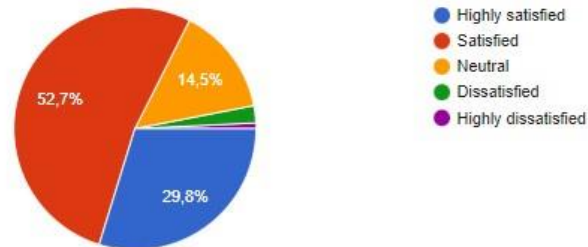
130 jawaban



To what extend are you satisfied with the tour guide conducted the tour you attended?

[Salin](#)

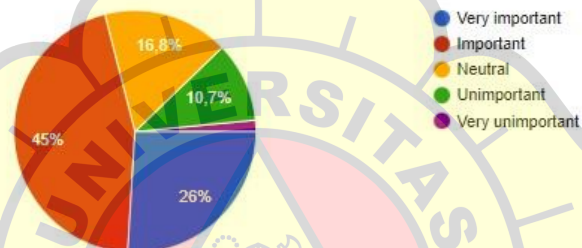
131 jawaban



What is the importance level of tour guide in your possible decision of re-visiting Bali?

[Salin](#)

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Lampiran 5. Dokumentasi Wawancara

