

An Analysis Conjunctions Used in Tripadvisor Reviews of Prama Sanur Beach Hotel

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Abstract- This study investigates the usage and functions of conjunctions in TripAdvisor reviews of the Prama Sanur Beach Hotel. Utilizing descriptive methods, both formal and informal language in the reviews were meticulously scrutinized. The data encompassed TripAdvisor reviews from January 2018 to December 2019. Conjunctions were discerned employing note-taking techniques and were subsequently classified. Out of 235 instances, 13 were deliberately chosen for in-depth analysis. The findings unveil four primary types of conjunctions: additive, adversative, causal, and temporal, with adversative conjunctions emerging as the most prevalent. Moreover, the study acknowledges potential limitations, such as inherent biases in the selection of reviews and constraints in the analytical approach. Additionally, it is noted that conjunctions predominantly manifest as individual words. Furthermore, the study discerns common patterns and recurring themes within these conjunction types.

Keywords: Conjunction, TripAdvisor review, Prama Sanur Beach Hotel, linguistic analysis, review classification

I. INTRODUCTION

Language and human life are two different things that cannot be separated. People use language to be able to socialize and communicate with each other. In order to be able to communicate, people have developed media to facilitate them in exchanging information, ideas, and knowledge. As Choudhury (2011), said that the media play an important role in the development of communication by disseminating information, providing a place for debate topics, teaching ideas and skills for a better life, and building a consensus foundation for the stability of the country.

Today, people heavily rely on electronic media, particularly the Internet, to exchange information seamlessly. The Internet has revolutionized this exchange by providing electronic magazines, articles, and newspapers, complete with images and videos, surpassing the

limitations of printed media. Additionally, internet platforms facilitate sharing opinions through review services, allowing individuals to freely express themselves. However, in writing reviews, it's crucial to ensure clarity and coherence by simplifying complex sentences and ensuring each sentence contributes to the overall understanding. Therefore, this analysis focuses on understanding how people can effectively convey meaning in texts, thereby enhancing comprehension and communication.

The writer has employed the idea of cohesion, a crucial aspect of linguistic analysis, to address the issue at hand. Cohesion, as defined by Halliday & Hasan (1976), refers to the connections of meaning within a text, ultimately forming a cohesive whole. Constructing a coherent text with interconnected meaning between sentences is paramount to ensure easy comprehension for the reader. Halliday & Hasan

(1976) also delineated two key concepts in cohesive relations: grammatical and lexical cohesion. For the purposes of this study, grammatical cohesion has been selected as a focal point due to its role in how grammatical features are interconnected across sentence boundaries. Grammatical cohesion encompasses elements such as reference, substitution, ellipsis, and conjunction. These cohesive devices play a crucial role in establishing coherence and facilitating the reader's understanding of the text's contents.

This research focused on conjunction, which differs from other cohesive relationships. According to Halliday & Hasan (1976), conjunction refers to the systematic connections between sentences within the linguistic system. Conjunction used in writing to link some elements in order to connection words by words (Sulistyaningsih & Slamet, 2018). This is very important for the writer and the reader to be studied further because of its use in writing a text. A conjunction is important in connecting each sentence so that the meaning conveyed can be well received. Conjunction stands out from other cohesive relations, such as reference, substitution, and ellipsis, in terms of its nature. Halliday & Hasan (1976) noted that it is not solely an anaphoric relationship.

Halliday & Hasan (1976), suggested that different criteria can be used to classify the various phenomena that fall under the conjunction category. Additive, adversative, causal, and temporal conjunctions are the four types of conjunctions. Additive conjunction is embodied in coordination, while adversative conjunction can be used to show contrast and realism. Adversative conjunction can be used to show contrast and realism. At the same time, causal relation indicates the relation between sentences that express what follows as the result of a consequence of the previous. Temporal conjunction embodies one sequence in time: one is after the other.

Regarding to this discussion, there are two thesis and three journal that reviewed in order to support this study. The first thesis entitled *An Analysis of Conjunction in Script of Avenger Endgame Movie* written by (I Putu Indra Yestha (2020). In Yestha's study, he described about the types of conjunction that used by the script writer to make their script cohesive, and the function of conjunction. The second thesis entitled *Analysis of Conjunctions in Time Magazine* was taken from Wuni Paulus Gusti Forabi Suviani (2019), this research focused on the types and functions of conjunctions found in Time magazine, he stated that there were three articles taken from the June 18 2018 edition of Time

magazine as data sources. The third source is an article entitled *Use of Conjunctions in the Compositions of the Secondary Education System* written by Martínez (2015). The paper's goal is to shed light on the connection between conjunction density and writing quality. The fourth is taken from a journal entitled *Use of Conjunctions in the Article "Art and Culture" in Bali Travel News* written by Ayu Mahadewi et al (2022). The objective of this article is to categorize and explain the types of conjunctions used in the text, as well as the meanings conveyed by these conjunctions when connecting sentences, including the phrases used. Lastly, the study pertaining to this research is titled *"Analysis of the Use of Conjunctions in Essays written Descriptions of Class VII/A MTSN 1 Maros Baru Students"* by Irawati (2020). Irawati examined the usage of conjunctions in descriptive essays produced by class VII/A MTSN 1 Maros Baru students.

This study focused on the conjunction found in Tripadvisor reviews of Prama Sanur Beach Hotel. According to the Prama Hotel website Hotel Prama Sanur Beach Hotel, a 5-star hotel in Bali located along Mertasari Beach in Sanur, one of the most popular destinations in Bali (TripAdvisor, 2023). It covers four types of conjunctive relationships: additive, adversative, causal, and temporal. The data source is limited to Prama Sanur Beach Hotel Tripadvisor reviews from January 2018 until December 2019. Tripadvisor is the world's largest travel platform, helping 463 million travelers every month to make their every trip the best it can be (TripAdvisor, 2023). The reviews are written in English only based on the date of when the users publish their reviews.

II. METHODS

Descriptive qualitative was applied in this study by analyzing the different types of conjunctions used and their functions in the reviews. The data of this study was taken from Tripadvisor's review of Prama Sanur Beach Hotel from January 2018 to December 2019. The data collected through observation, such as collecting and reading the reviews, collecting conjunctions, and classifying the types and functions of conjunction by Halliday and Hasan's theory. The steps of the analysis can be seen as follow:

- 1) The analysis was started by analysing the collected conjunctions found in the reviews of Tripadvisor according to the theory proposed by Halliday & Hasan (1976).
- 2) Describing the type and function of

conjunction based on the theory proposed by Halliday & Hasan (1976).

- 3) Counting amount of conjunctions that are used in the TripAdvisor reviews of Prama Sanur Beach Hotel

In this study, the data was present with descriptive methods by formal and informal presentation. In a formal presentation, provided a table. The table presented the types and functions of conjunction found in TripAdvisor reviews and the number of occurrences. The informal presentation is that the data were presented descriptively by explaining each type and function of conjunction used in TripAdvisor reviews of Prama Sanur Beach Hotel, which was taken from the collected data through analysis

based on the theory.

III. RESULT AND DISCUSSION

Halliday & Hasan (1976), mentioned that there are four types of conjunction namely additive, adversative, causal, and temporal. In addition, this study provided one tables. Table 1 Number of Occurrence of Conjunctions Found in the Reviews presented the types and function of conjunction used in reviews of Prama Sanur Beach Hotel which contained the number of occurrences. All types of conjunction as well as the functions of conjunction are listed in table 1 as follow:

Table 1. Number of Occurrence of Conjunctions Found in the Review

No	Types Of Conjunctions	Function Of Conjunctions	Of Data	Number of the Occurrence	Of Percentage	
1	Additive Relation	Simple Additive Relation	and	66	28%	
			and also	2	1%	
			or	3	1%	
		Complex Additive Relations (Emphatic) Appositive Relations	not....either	1	0%	
			in addition	1	0%	
			that is	1	0%	
			Total	74	31%	
2	Adversative Relations	Adversative Relations "proper"	yet	2	1%	
			though	1	0%	
			only	12	5%	
			but	29	12%	
			however	13	6%	
			but	45	19%	
			however	9	4%	
			Corrective Relations	instead	2	1%
			Dismissive Relations	Anyway	1	0%
			Total	114	49%	
3	Casual Relations	General Reserved Relations Conditional Relations Respective Relations	Casual	so	24	10%
			Casual	thus	1	0%
			Casual	as a result	1	0%
			Casual	because	4	2%
			Casual	for	6	3%
			Casual	then	3	1%
			Casual	aside	2	1%
Total	41	17%				
4	Temporal Relations	Simple Temporal Relations Complex Temporal Relations	Temporal	and then	3	1%
			Temporal	soon	1	0%
			Temporal	before	1	0%
			Temporal	10 years ago	1	0%
Total	6	3%				
Grand Total				235	100%	

According to the findings, the conjunctions shown in Table 1 in the reviews of

TripAdvisor in Prama Sanur Beach Hotel, 235 conjunctions in total have been found. This

calculation is based on the four types of conjunctive relations found, such as additive relations (74 (31%)), adversative relations (114 (49%)), causal relations (41 (17%)), and temporal relations (6 (3%)). Based on the Table 1, adversative relations are the type of conjunction found most. The number of occurrences of this conjunctive relation is 114 (47%). The reason is that the function of this relation is to express a contrary expectation which is used a lot by the TripAdvisor user to convey what is being expected with the fact obtained. However, the conjunction expressed with word and in additive relations were found the most, until 66 words (28%). Since the use of the conjunction indicates additional pieces of information, people are more familiar with this conjunction than other conjunction words.

DISCUSSION

Additive

In additive relations, there are five different categories, there are simple additive relations, complex additive (emphatic) relations, complex additive (de-emphatic) relations, comparative relations, and appositive relations. For further discussion are presented as below.

1) Simple Additive Relations

The writer found two data of simple additive relations “and” and “and also”.

Data 1

“The view of Mt Agung across the sea is fabulous on a clear day, and as I like to watch sunrise each morning it was perfect for me to watch from the balcony or beach.”

(TripAdvisor January 2018)

The conjunction and in data (1) is presented in the between of two clauses. In this data, conjunction and shows that it use to connect two clauses to be unity in meaning and to indicate an additional information or an idea related to the previous clause.

2) Complex Additive Relations (Empatic)

It is found that the word “in addition” in the findings has a function in how the previous sentence can be connected with the subsequence and indicate an additional idea or more specific idea

Data 2

“Problems kicked off in that the lunchtime and evening food offered to the all-inclusive package was sub-standar to the general

restaurant menu - a choice of 8 meal packages (terrible soup). In addition, this package did not include drinks”

(TripAdvisor April 2019)

As can be seen in the first sentence 'Problems kicked off in that the lunchtime and evening food offered to the all-inclusive package was sub-standar to the general restaurant menu - a choice of 8 meal packages (terrible soup).' Explaining about the menu package and its added with more specific idea

3) Appositive Relations

The data has found:

Data 3

“This place is also one of the few places left with an 'open' beach access in front of it (That is, on eateries taking up the complete beach space)”

(TripAdvisor June 2018)

The conjunction that is in "This place is one of the few places left with an 'open' beach access in front of it" indicates an exposition idea. It is used to explain the hotel's open beach area, as said in the previous sentence.

Adversative

1) Adversative Relations 'Proper'

In this analysis, the relation of adversative proper that found are yet, though, only, but, and however. This analysis only consists the example of yet, though, and only as the representatives data.

Data 4

“When we went to sign in, our names were highlighted on the paper and were almost rudely told that we need to pay, yet we did pay when we checked in.”

(TripAdvisor November 2018)

The conjunction yet in data (4) is used to express a contrary expectation from what is being said. In the second clause, the word yet is used to express the guest's experience of having unfriendly service, which was not expected when they arrived. This contrasts with the previous clause, which expressed the guest's experience of having unfriendly service.

2) Contrastive Relations

According to the TripAdvisor reviews there are conjunctions but and however are found. The conjunction but in the data is considered as a part of contrastive relations which is used as against what is being said and however expresses the

meaning of 'as against with what is being said before.

Data 5

"Yes it may be old and in need of an update, which they seem to be doing, but apart from that we really enjoyed our stay. Our room was surrounded by magnificent gardens, very well looked after."

(TripAdvisor September 2018)

The conjunction but is used to connect the previous clause, "Yes, it may be old and in need of an update, but apart from that, we really enjoyed our stay. Magnificent gardens surrounded our room, very well looked after." This contrasts with the previous sentence, which expressed that the hotel area was old and needed updating, but the reviewer can enjoy the whole hotel area.

3) Corrective Relations

Based on the data analyzed, the conjunction that found and considered corrective relation is conjunction instead. The conjunction instead is used in order to connect the first clause.

Data 6

"First of all i cant believe that this hotel was huge, the entry is so far then make me think that "well okay, this is what hotel supposed to be!" and then i stopped in the lobby, and wth! The bell boy didn't even wanna take us to our room, instead they told us "you should stopped your uber to take you to the next loby! You're not in this building". Im like , "so? Why cant you just take us with the shuttle car? And they turning into like mad to us."

(TripAdvisor, October 2018)

The conjunction instead from the data (6) is used to connect the first and second clauses of the text. The first clause states that the hotel was huge, but the bellboy wanted to avoid taking them to their room. The second clause states that the staff told the guests to stop their Uber to take them to the next lobby instead of escorting them with the hotel shuttle car. This suggests that the hotel staff should have escorted the guests to the lobby and told them to go independently.

4) Dismissive Relations

Based on the data that have been analyzed, the conjunction that found and considered as dismissive relations is conjunction anyway.

Data 7

"There is enough light in the room to relax and enjoy. Anyway there should have been at least one big light so that if somebody want to sit and work, it would have been easy."

(TripAdvisor March 2018)

The conjunction "anyway" is used to connect two sentences, which are dismissed as dismissive relations since the light is not enough for the guests. The first sentence refers to the amount of light in the room, while the second sentence explains that light is not enough.

Causal

1) General Causal Relations

Based on the analysis of this study, conjunctions that found in this relation are so, thus, and as a result. The conjunction so and thus are is used in connecting the sentences which express the result and reason.

Data 8

"There are very nice looking (from outside bungalows in the garden, most of them occupied by third aged couples. So if you're looking for nightlife and loud parties this might not be the right place."

(TripAdvisor March 2018)

In data (8), the conjunction so is used to connect the sentences which express the result and reason. This is because the bungalows in the garden are occupied by third aged couples, making them not a perfect place for parties.

2) Reversed Causal Relations

The conjunction because means 'this is why for what was being said.

Data 9

"I'm sure my review will receive the default response ".have been well noted and put into our first priority to be accomplished..?, however don't be fooled or hopeful by their response, because nothing seems to change."

(TripAdvisor July 2018)

The conjunction because means 'why' for what was being said. In the data (9), the clause 'because nothing seems to change' indicates 'why it was being said'. It indicates 'why it was being said' in the previous clauses.

3) Conditional Relations

Based on the data analysis, the conjunction

that found in this function is then.

Data 10

“The main pool (behind the bigger building) is very nice and it is next to the hotel restaurant and boardwalk. Then you get to the cottage area and this is where it changes. The path are uneven, there's concrete rubble everywhere and it looks like it hasn't been looked after.”

(TripAdvisor May 2018)

The data (10) shows the function of conditional relations, which switch the polarity from positive to negative or negative to positive. In the first sentence, the main pool is nice and is next to the hotel restaurant and boardwalk, while the cottage area is uneven and has concrete rubble everywhere. The switch from the first sentence to the subsequence sentence showed that the conjunction then is functioned as conditional relations.

4) Respective Relations

Based on this study's analysis, the conjunction found in the reviews is aside. The conjunction aside is used in connecting two different sentences and considered a respective relations.

Data 11

“Additional notes on the room: don't expect to be able to control the air conditioning. It is either on or off at the temperature of their choosing and they make it warmer during the night. Aside from the mechanical and plumbing problems we had in our bathroom, it was not clean and quite gross. The bed was comfortable and having dark curtains was nice.”

(TripAdvisor August 2018)

The conjunction aside connects two sentences and considers them as respective relations. It is used in the sentence, "Aside from the mechanical and plumbing problems we had in our bathroom, it was not clean and quite gross. The bed was comfortable, and having dark curtains was nice." The air conditioning is either on or off at the temperature of their choosing and they make it warmer during the night.

1) Simple Temporal Relations

Based on the analysis, the simple temporal relations that found in the reviews is and then. The conjunction and then is used to show the

sequence of time.

Data 12

“First of all i cant believe that this hotel was huge, the entry is so far then make me think "well okay, this is what hotel supposed to be!" and then i stopped in the lobby”

(TripAdvisor October 2018)

The conjunction and then is used to show the sequence of time, as seen in the previous clause and the subsequence sentence. The guests arrived at the hotel and stopped in the lobby, as written in the subsequence sentence.

2) Complex Temporal Relations

Conjunctions which found in the reviews are conjunction soon and before. The conjunction soon indicates the temporal the specific time in sequential (then + in the interval).

Data 13

“Soon as you walk into the lobby it has this mouldy musty smell which continues into the rooms”

The conjunction soon indicates the specific time in sequential (then + in the interval). It indicates what guests might experience when walking through the lobby.

(TripAdvisor April 2018)

In the findings, the word 10 years ago is presented in the beginning of the the sentence and it is a conjunctive expression from complex temporal relation which has a function to indicate of previous time.

IV. CONCLUSION

The findings from the analysis of conjunction usage in Tripadvisor reviews of Prama Sanur Beach Hotel, aligned with Halliday and Hassan's theory on Cohesion in English, offer significant insights into communication dynamics within the context of hotel reviews. The presence and distribution of four types of conjunctions—additive, adversative, causal, and temporal—underscore various dimensions of discourse cohesion within these reviews. Notably, the predominance of adversative conjunctions suggests a prevalent tendency among reviewers to highlight contrasts or discrepancies in their experiences at the hotel. This observation prompts a deeper reflection on the factors driving such contrasts and their implications for customer satisfaction and linguistic preferences in online reviews. The relatively lower frequency of additive conjunctions, coupled with the minor presence

of causal and temporal conjunctions, hints at potential areas where reviewers may perceive less emphasis or relevance in establishing connections between different aspects of their experiences. These findings underscore the importance of understanding the nuanced ways in which conjunctions are employed in shaping the coherence and persuasive impact of hotel reviews. Moreover, they raise pertinent questions about the underlying motivations and cognitive processes driving reviewers' language choices, thereby enriching our comprehension of the dynamics of online communication and its implications for the hospitality industry. Ultimately, by elucidating the intricate patterns of conjunction usage, this study not only enhances our understanding of communication dynamics in hotel reviews but also offers valuable insights for businesses seeking to optimize customer satisfaction and engagement in the digital realm. Based on the finding, this study found many functions of conjunction, which are divided into additive relations, which are expressed into simple additive, complex additive (emphatic), and appositive relations. Adversative relations were expressed with adversative (proper), contrastive, corrective, and dismissive. Causal relations were expressed with general causal, reserved causal, conditional, and respective relations. Furthermore, the last was temporal relations that expressed with two expressions: simple temporal and complex temporal relations.

In light of these findings, there are several avenues for future research that could enrich our understanding of code mixing, particularly in the context of communication on platforms such as Najwa Shihab's YouTube channel. It would be beneficial to explore areas that were not extensively covered in this study, such as the sociolinguistic implications of code mixing in online discourse or the influence of audience demographics on the choice and interpretation of conjunctions. Additionally, investigating the role of cultural background or linguistic proficiency in shaping code mixing patterns could offer valuable insights. By delving into these areas, future research endeavors can contribute to a more comprehensive understanding of language use in digital communication settings.

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