

Repair System in English Chats through WhatsApp: A Conversation Analysis between Tour Guide and Foreign Tourists in Bromo

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Abstract

English as a global language enables communication among people from different linguistic backgrounds, including in the tourism industry. This study aims to identify the types of structural inaccuracies in English WhatsApp conversations between Indonesian tour guides and foreign tourists, examine the repair mechanisms used to address these inaccuracies, and analyze how sequence organization is maintained during interaction. This study employed a qualitative approach using Conversation Analysis (CA). The data consisted of authentic WhatsApp conversations between Indonesian tour guides and foreign tourists, which were analyzed through data condensation, data display, and conclusion drawing. The findings identified eight types of structural inaccuracies: run-on sentences, missing auxiliaries, missing subjects, tense inconsistency and fragmentation, lexical inaccuracies, morphological errors, and article and preposition errors. Despite these inaccuracies, communication remained effective because participants prioritized meaning over grammatical accuracy. The findings also show that participants employed repair mechanisms, such as clarification requests, confirmation, interpretation, negotiation, and implicit repair, to maintain mutual understanding. In addition, sequence organization was successfully maintained through confirmation, repair, negotiation, question–answer, planning, and request–response sequences. Overall, the study concludes that successful communication in tourism-related WhatsApp interactions depends more on shared contextual understanding and interactional competence than on grammatical accuracy.

Keywords: Conversation Analysis, Structural Inaccuracies, Repair Mechanisms, Sequence Organization, WhatsApp Communication, Tourism Communication.

Abstrak

Bahasa Inggris sebagai bahasa global memfasilitasi komunikasi antarindividu dengan latar belakang bahasa yang berbeda, termasuk dalam industri pariwisata. Penelitian ini bertujuan untuk mengidentifikasi jenis-jenis ketidaktepatan struktural dalam percakapan WhatsApp berbahasa Inggris antara pemandu wisata Indonesia dan wisatawan mancanegara, mengkaji mekanisme perbaikan yang digunakan untuk mengatasi ketidaktepatan tersebut, serta menganalisis bagaimana organisasi urutan interaksi dipertahankan. Penelitian ini menggunakan pendekatan kualitatif dengan metode Analisis Percakapan (Conversation Analysis/CA). Data penelitian berupa percakapan WhatsApp autentik antara pemandu wisata Indonesia dan wisatawan mancanegara, yang dianalisis melalui tahapan kondensasi data, penyajian data, dan penarikan kesimpulan. Hasil penelitian mengidentifikasi delapan jenis ketidaktepatan struktural: kalimat *run-on* (kalimat yang menyambung tanpa tanda baca atau kata penghubung yang tepat), hilangnya kata kerja bantu (*auxiliary*), hilangnya subjek, ketidakkonsistenan dan fragmentasi kala (*tense*), ketidaktepatan leksikal, kesalahan morfologis, serta kesalahan penggunaan artikel dan preposisi. Meskipun terdapat ketidaktepatan tersebut, komunikasi tetap berjalan efektif karena para partisipan lebih mengutamakan penyampaian makna dibandingkan akurasi tata bahasa. Temuan penelitian juga menunjukkan bahwa partisipan menggunakan berbagai

mekanisme perbaikan seperti permintaan klarifikasi, konfirmasi, interpretasi, negosiasi, dan perbaikan implisit untuk menjaga saling pengertian. Selain itu, organisasi urutan interaksi berhasil dipertahankan melalui urutan konfirmasi, perbaikan, negosiasi, tanya-jawab, perencanaan, serta permintaan dan tanggapan. Secara keseluruhan, penelitian ini menyimpulkan bahwa keberhasilan komunikasi dalam interaksi WhatsApp terkait pariwisata lebih bergantung pada pemahaman kontekstual bersama dan kompetensi interaksional daripada akurasi tata bahasa.

Kata kunci: Analisis Percakapan, Ketidakakuratan Struktural, Mekanisme Perbaikan, Organisasi Urutan, Komunikasi WhatsApp, Komunikasi Pariwisata.

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1. Introduction

English has become the primary language for international communication and is widely used as a lingua franca among speakers from different linguistic and cultural backgrounds (Crystal, 2003). In the tourism industry, English serves as the main medium through which tour guides and international tourists exchange information, coordinate travel arrangements, and negotiate tourism services. In Indonesia, communication between local tour guides and foreign tourists is predominantly conducted by non-native English speakers, making English a shared communicative resource rather than a native language. Consequently, interactions often contain grammatical deviations, lexical inaccuracies, and non-standard sentence structures. Nevertheless, these linguistic deviations do not necessarily prevent successful communication because participants commonly prioritize mutual understanding and the achievement of communicative goals over grammatical accuracy. This phenomenon demonstrates that effective interaction in tourism depends not only on linguistic competence but also on the participants' ability to negotiate meaning within authentic communicative contexts.

The increasing use of digital communication platforms has further transformed the way tourism services are delivered. Among these platforms, WhatsApp has become one of the most widely used applications for coordinating transportation, confirming itineraries, providing travel instructions, and responding to tourists' inquiries in real time. Despite its practical advantages, text-based communication lacks non-verbal cues and immediate face-to-face feedback, increasing the possibility of structural inaccuracies and potential misunderstandings. However, communication frequently remains effective because participants employ interactional resources to sustain mutual understanding. Within the framework of Conversation Analysis (CA), these resources can be examined through repair systems and sequence organization, which explain how participants identify communication problems, resolve them collaboratively, and maintain the continuity of interaction (Schegloff, 2007; Schegloff et al., 1977; Sidnell, 2009). Accordingly, this study investigates not only the occurrence of structural inaccuracies but also how communication continues successfully after such inaccuracies emerge.

Previous studies have demonstrated the importance of Conversation Analysis in understanding interaction across various contexts. (Fatimah et al., 2025) examined turn-taking patterns, repair mechanisms, and adjacency pairs in online learning interactions, while (Han, 2024) highlighted the pedagogical value of Conversation Analysis in developing interactional competence in English as a Foreign Language classrooms. (Astyanto, 2025) further applied Conversation Analysis to television talk show discourse, showing how repair and interactional strategies contribute to conversational coherence in public communication. Although these studies provide valuable insights into interactional organization, they primarily focus on educational or media settings. Research

examining repair mechanisms and sequence organization in professional tourism communication conducted through WhatsApp between non-native English speakers remains limited. This gap indicates the need to investigate how structural inaccuracies are managed in authentic cross-cultural service interactions.

Therefore, this study analyzes WhatsApp conversations between Indonesian tour guides and foreign tourists using the Conversation Analysis framework. Specifically, it aims to identify the types of structural inaccuracies that occur in English WhatsApp interactions, examine the repair mechanisms employed by participants to resolve communication problems, and explain how sequence organization is maintained despite the occurrence of structural inaccuracies. By focusing on authentic tourism communication, this study contributes to the understanding of interactional competence in digital professional contexts and extends the application of Conversation Analysis to English as a lingua franca communication in the tourism industry.

2. Literature Review

English has developed into a global language used by speakers from diverse linguistic and cultural backgrounds, particularly in professional settings such as tourism. As English increasingly functions as a lingua franca, communication often occurs among non-native speakers with different levels of language proficiency. According to (Crystal, 2003), the global spread of English has resulted in considerable linguistic variation in pronunciation, vocabulary, and grammar. Rather than viewing these variations solely as deficiencies, Crystal argues that successful communication in international contexts depends primarily on intelligibility and the ability of interlocutors to convey meaning. Consequently, structural inaccuracies are regarded as natural features of English as a Global Language, especially when English is used as a shared means of communication among speakers with different first languages.

Structural inaccuracies refer to deviations from conventional grammatical rules involving sentence structure, syntax, morphology, or lexical choice (Richards & Schmidt, 2010). In English as a Foreign Language (EFL) contexts, such inaccuracies frequently occur because learners develop an interlanguage system that reflects their ongoing language acquisition process (Ellis, 2008). These inaccuracies may include missing auxiliaries, missing subjects, tense inconsistencies, run-on sentences, lexical inaccuracies, morphological errors, and article or preposition errors. However, previous studies have shown that grammatical deviations do not necessarily prevent successful communication when interlocutors share contextual knowledge and communicative objectives (Crystal, 2003).

To investigate how communication is maintained despite structural inaccuracies, this study adopts Conversation Analysis (CA) as its primary analytical framework. Conversation Analysis examines how participants organize interaction through sequential actions rather than focusing solely on grammatical correctness. According to (Schegloff, 2007) and (Sidnell, 2009), conversations are systematically organized through turn-taking, adjacency pairs, repair mechanisms, and sequence organization. These interactional resources enable speakers to recognize, negotiate, and resolve communication problems while maintaining the continuity of conversation.

Repair systems constitute one of the central concepts of Conversation Analysis. (Schegloff, 2007) explains that repair refers to the organized practices participants use to deal with problems in speaking, hearing, or understanding. Rather than functioning merely as grammatical correction, repair enables interlocutors to preserve mutual understanding and interactional progress. (Sidnell, 2009) further emphasizes that participants generally prioritize maintaining communication over correcting linguistic forms, particularly in naturally occurring interactions. This perspective is especially relevant to multilingual digital communication, where interlocutors frequently negotiate meaning despite non-standard language use.

Another important concept in Conversation Analysis is sequence organization, which explains how conversational turns are arranged to accomplish social actions such as requesting, answering,

confirming, or negotiating (Schegloff, 2007). Sequential organization allows participants to produce contextually relevant responses even when preceding utterances contain structural inaccuracies. (González-Iloret, 2011) further demonstrates that these sequential principles remain applicable in digital communication, including text-based interactions, where participants maintain coherence through message sequencing, clarification, confirmation, and contextual interpretation.

Several previous studies provide important foundations for the present research. (Fatimah et al., 2025) investigated turn-taking patterns, repair mechanisms, and adjacency pairs in online interactions and found that repair plays a significant role in maintaining communication during digital conversations. (Han, 2024) demonstrated that authentic interaction enables participants to negotiate meaning successfully despite linguistic imperfections, highlighting the importance of interactional competence over grammatical accuracy. (Astyanto, 2025) further showed that Conversation Analysis effectively explains how interactional structures, including turn-taking and repair, sustain communication in professional discourse. Although these studies contribute valuable insights into interactional organization, they mainly focus on educational settings or public discourse and do not specifically examine tourism-related communication among non-native English speakers.

Based on the reviewed literature, the present study addresses this research gap by investigating structural inaccuracies, repair mechanisms, and sequence organization simultaneously within authentic WhatsApp interactions between Indonesian tour guides and foreign tourists. By integrating the perspectives of English as a Global Language and Conversation Analysis, this study seeks to explain not only the occurrence of structural inaccuracies but also how participants collaboratively maintain mutual understanding and accomplish communicative goals in cross-cultural digital tourism communication.

2.1 Structural Inaccuracies in English as a Global Language

The widespread use of English in international communication has transformed the language into a global medium through which speakers from diverse linguistic and cultural backgrounds interact. In many international settings, including tourism, English functions as a *lingua franca* rather than as a language used exclusively by native speakers. According to (Crystal, 2003), the global expansion of English has produced considerable linguistic variation because users adapt the language to different communicative contexts. Consequently, variations in grammar, vocabulary, and sentence structure naturally occur when English is used among speakers with different first languages.

Within this context, structural inaccuracies should not automatically be interpreted as communication failures. (Crystal, 2003) argues that the primary purpose of English as a Global Language is to facilitate intelligible communication, making successful message delivery more important than strict adherence to native-speaker grammatical norms. Structural inaccuracies therefore represent natural outcomes of multilingual communication rather than evidence of unsuccessful language use.

Structural inaccuracies refer to deviations from standard grammatical conventions involving sentence structure, syntax, morphology, or lexical choice (Richards & Schmidt, 2010) In English as a Foreign Language (EFL) contexts, these deviations frequently appear because speakers rely on their developing interlanguage systems while communicating (Ellis, 2008). Common forms include run-on sentences, missing auxiliaries, missing subjects, tense inconsistencies, lexical inaccuracies, morphological errors, and article or preposition errors. Although these forms differ from Standard English, they do not necessarily prevent successful communication when interlocutors share sufficient contextual knowledge and communicative goals.

The present study adopts this perspective to examine structural inaccuracies found in WhatsApp conversations between Indonesian tour guides and foreign tourists. Rather than evaluating the grammatical correctness of participants' English, the study investigates how structural inaccuracies emerge during authentic tourism communication and how they coexist with successful interaction. This perspective provides the foundation for analyzing not only the occurrence of

grammatical deviations but also the interactional processes through which participants maintain mutual understanding despite using non-standard English forms.

3. Method

This study employed a qualitative research design using the Conversation Analysis (CA) approach within a case study framework to investigate how structural inaccuracies, repair mechanisms, and sequence organization operate in authentic digital communication. Qualitative research was considered appropriate because it enables an in-depth exploration of naturally occurring interactions rather than measuring variables statistically (Creswell & Poth, 2018). Conversation Analysis was selected as the primary analytical framework because it focuses on how participants organize interaction through sequential actions, repair practices, and conversational structures (Schegloff, 2007; Ten Have, 2007).

The data consisted of authentic English WhatsApp conversations exchanged between an Indonesian tour guide and foreign tourists during Bromo tour confirmations conducted between 2025 and 2026. The participants were selected purposively because they represented real cross-cultural communication involving English as a foreign language. The tourists came from several non-native English-speaking countries, including Portugal, France, Malaysia, Brazil, China, Spain, Italy, and Russia. These naturally occurring interactions provided appropriate data for examining structural inaccuracies and how communication was maintained despite grammatical deviations.

Data were collected using a documentation technique. WhatsApp chat transcripts were obtained from a Bromo tour operator with permission for research purposes. The researcher first selected conversations relevant to the research objectives, particularly those containing structural inaccuracies followed by participant responses. The selected conversations were then read repeatedly, segmented into meaningful interactional units, transcribed, and coded according to the three analytical categories: structural inaccuracies, repair mechanisms, and sequence organization. Organizing the data into these categories ensured consistency between the research questions and the analytical process.

The collected data were analyzed through qualitative data analysis procedures, which consisted of data condensation, data display, and conclusion drawing and verification. During data condensation, conversation excerpts containing structural inaccuracies were identified and reduced to the most relevant interactional sequences while preserving their conversational context. The condensed data were subsequently organized into analytical tables to facilitate the identification of recurring interactional patterns. Finally, the findings were interpreted through the theoretical perspectives of English as a Global Language (Crystal, 2003) and Conversation Analysis (Schegloff, 2007; Sidnell, 2009). The analysis focused on identifying the types of structural inaccuracies, examining how participants employed repair mechanisms to resolve potential misunderstandings, and explaining how sequence organization enabled conversations to remain coherent despite the occurrence of non-standard English forms.

3.1 Research Design

This study employed a descriptive qualitative research design using Conversation Analysis (CA) within a case study framework. A qualitative approach was considered appropriate because the study aimed to explore how structural inaccuracies occur and how participants maintain communication through repair mechanisms and sequence organization in authentic digital interactions rather than to test hypotheses or measure statistical relationships (Creswell & Poth, 2018). Conversation Analysis was adopted as the primary analytical framework because it systematically examines how participants organize interaction through sequential actions, repair practices, and conversational structures (Schegloff, 2007; Ten Have, 2007). The case study focused on English WhatsApp conversations between Indonesian tour guides and foreign tourists during Bromo tour confirmations conducted between 2025 and 2026.

3.2 Data and Data Source

The data consisted of authentic English WhatsApp chat transcripts exchanged between an Indonesian tour guide and foreign tourists during Bromo tour confirmation. The conversations were collected from a Bromo tour operator and represented naturally occurring professional communication rather than researcher-generated data. The participants included tourists from Portugal, France, Malaysia, Brazil, China, Spain, Italy, and Russia, all of whom used English as a shared means of communication. These data were selected because they contained naturally occurring structural inaccuracies, repair sequences, and interactional patterns that directly addressed the three research questions. Using authentic digital conversations also allowed the researcher to examine language use within its original communicative context.

3.3 Data Collection

The data were collected through documentation. First, authentic WhatsApp conversations relevant to the research objectives were selected from the available communication records. The selected conversations were then read repeatedly to identify interactional segments containing structural inaccuracies, repair mechanisms, and sequence organization. Afterward, the conversations were transcribed and coded according to the analytical categories established in the study. Finally, the coded data were organized systematically to facilitate interpretation and comparison across the identified interactional patterns.

3.4 Data Analysis

The collected data were analyzed through qualitative data analysis procedures, which consisted of data condensation, data display, and conclusion drawing and verification. During data condensation, the researcher selected conversation excerpts containing structural inaccuracies while preserving the surrounding interactional context. The condensed data were subsequently organized into analytical tables to identify recurring patterns of repair mechanisms and sequence organization. Finally, the findings were interpreted using the theoretical perspectives of English as a Global Language (Crystal, 2003) and Conversation Analysis (Schegloff, 2007; Sidnell, 2009). The analysis focused on identifying the types of structural inaccuracies, examining how participants employed repair mechanisms to maintain mutual understanding, and explaining how sequence organization enabled communication to continue effectively despite the presence of non-standard English forms.

4. Results

This study analyzed eight WhatsApp interactions between an Indonesian tour guide and foreign tourists to investigate structural inaccuracies, repair mechanisms, and sequence organization in English-mediated communication. Each interaction was examined as a single unit of analysis to answer the three research questions simultaneously. The findings show that although various structural inaccuracies occurred throughout the conversations, communication remained effective because participants successfully employed repair mechanisms and maintained coherent conversational sequences.

The analysis identified seven categories of structural inaccuracies across the eight interactions. These included run-on sentences, missing auxiliaries, missing subjects, tense inconsistency with sentence fragmentation, lexical inaccuracies, morphological errors, and article or preposition errors. Despite these grammatical deviations, the interlocutors consistently achieved mutual understanding and successfully completed tourism-related communicative tasks.

4.1 Sample Table Format

Table 1

Types of Structural Inaccuracies Identified in the WhatsApp Interactions

Datum	Tourist	Structural Inaccuracy	Example
1	Portugal	Run-on sentence	"I'll be ready to go at 00:10 is it okay? we have time?"
2	France	Missing auxiliary	"we arrive at the car?"
3	Malaysia	Missing subject	"alright. will find some sweater"
4	Brazil	Tense inconsistency and sentence fragmentation	"I just get a Grab..."
5	China	Missing auxiliary / incorrect interrogative	"How long time to arrive?"
6	Spain	Lexical inaccuracy	"put the alarm"
7	Italy	Morphological errors	"informations", "luggages", "dropp"
8	Russia	Article and preposition errors	"texted to me", "at airport"

Table 2

Repair Mechanisms Identified Across the Eight WhatsApp Interactions

Datum	Repair Mechanism	Function
1	Implicit acceptance	Accepted intended meaning
2	Clarification request	Requested additional information
3	Confirmation	Confirmed intended message
4	Negotiation	Negotiated pickup arrangement
5	Interpretation	Interpreted intended question
6	Interpretation	Responded to intended meaning
7	Interpretation	Focused on communicative intention
8	Acceptance	Accepted revised meeting arrangement

Table 3

Sequence Organization Observed in the WhatsApp Interactions

Datum	Sequence Organization
1	Confirmation sequence
2	Repair sequence
3	Statement–response sequence
4	Negotiation sequence
5	Question–answer sequence
6	Planning sequence
7	Request–response sequence
8	Confirmation sequence

5. Discussion

The findings demonstrate that structural inaccuracies are a natural characteristic of English communication between Indonesian tour guides and foreign tourists who use English as a shared language. Various grammatical deviations, including run-on sentences, missing auxiliaries, missing subjects, tense inconsistency, lexical inaccuracies, morphological errors, and article or preposition errors, appeared throughout the WhatsApp interactions. However, these inaccuracies rarely

interrupted communication because participants consistently prioritized meaning over grammatical accuracy. Rather than evaluating messages according to native-speaker norms, both tour guides and tourists focused on achieving practical communicative objectives such as arranging transportation, confirming meeting locations, and coordinating travel schedules. These findings reinforce Crystal's (2003) concept of English as a Global Language, which argues that linguistic variation is an inevitable consequence of English being used among speakers from diverse linguistic backgrounds. The present study therefore suggests that successful international communication depends primarily on intelligibility and shared communicative goals rather than strict adherence to Standard English.

The findings also extend previous studies on authentic communication among non-native English speakers. (Han, 2024) argues that authentic interaction should be evaluated according to participants' ability to accomplish communicative purposes rather than grammatical correctness. Similarly, the present study demonstrates that contextual knowledge enables interlocutors to interpret intended meanings despite structural inaccuracies. Since the conversations occurred within predictable tourism contexts, participants shared sufficient background knowledge regarding transportation, accommodation, and travel arrangements to infer meaning successfully. Consequently, grammatical deviations functioned as linguistic variations rather than obstacles to communication. This finding contributes to the growing body of research on English as an international language by providing empirical evidence from professional tourism communication conducted through WhatsApp.

Another important finding concerns the role of repair mechanisms in maintaining interactional continuity. Instead of explicitly correcting grammatical mistakes, participants relied primarily on implicit acceptance, interpretation, clarification requests, confirmation, and negotiation to resolve potential communication problems. These repair practices indicate that participants treated structural inaccuracies as manageable interactional troubles rather than communication failures. This observation supports the Repair Organization framework proposed by (Schegloff et al., 1977), which explains repair as a collaborative practice for resolving problems of speaking, hearing, or understanding during interaction. Likewise, (Sidnell, 2009) emphasizes that conversational participants generally prefer repair strategies that preserve the progress of interaction instead of interrupting communication through explicit correction. The predominance of implicit repair in this study confirms that maintaining conversational flow was more important than correcting grammatical form.

The present findings also extend those reported by (Fatimah et al., 2025), who found that repair mechanisms play an essential role in sustaining online interaction. While their research examined repair within educational online communication, the present study demonstrates that similar interactional strategies operate in professional tourism services. Repair mechanisms were closely associated with practical communicative purposes, including confirming pickup schedules, negotiating meeting points, and exchanging travel information. The findings therefore broaden the application of Conversation Analysis by showing that repair functions not only in educational settings but also in service-oriented communication involving non-native English speakers.

The analysis further reveals that successful communication depended on the interaction between repair mechanisms and sequence organization. Despite the presence of structural inaccuracies, participants consistently produced relevant next actions that preserved conversational coherence. Questions received answers, requests received responses, confirmations received acknowledgments, and negotiations resulted in mutually accepted decisions. These findings support (Schegloff, 2007) theory of sequence organization, which proposes that conversations are structured through sequentially related social actions rather than grammatical accuracy. Similarly, (Sidnell, 2009) argues that conversational coherence emerges from participants' ability to produce relevant subsequent turns. The present findings confirm that interlocutors responded primarily to

communicative intentions rather than linguistic form, allowing interaction to proceed smoothly despite grammatical deviations. Furthermore, the findings are consistent with (González-lloret, 2011), who argues that digital communication preserves many organizational principles found in face-to-face interaction. Although WhatsApp conversations occur asynchronously through written messages, participants continued to organize interaction through recognizable conversational sequences such as question–answer, request–response, confirmation, and negotiation. This demonstrates that digital communication does not fundamentally alter the sequential organization of interaction but instead adapts traditional conversational principles to text-based environments. The present study therefore provides additional evidence that Conversation Analysis remains applicable to digital communication involving multilingual speakers.

Overall, this study contributes to the understanding of English-mediated communication in professional tourism contexts by integrating three analytical perspectives: structural inaccuracies, repair mechanisms, and sequence organization. Rather than viewing grammatical inaccuracies as indicators of communicative failure, the findings demonstrate that successful interaction is achieved through collaborative meaning negotiation, contextual interpretation, and sequentially organized communication. These results extend previous Conversation Analysis research by illustrating how English as a Global Language functions in authentic tourism-related WhatsApp interactions among non-native speakers. Consequently, the study highlights that interactional competence, contextual knowledge, and collaborative meaning-making are more influential than grammatical accuracy in achieving successful international communication.

Finally, this study has several limitations that should be considered when interpreting the findings. The analysis was based on eight WhatsApp conversations involving one Indonesian tour guide and foreign tourists in a single tourism context. Consequently, the findings cannot be generalized to all forms of digital communication or tourism interactions. Future studies could examine larger datasets, include multiple tour guides or tourism companies, and compare different digital communication platforms to provide a broader understanding of how structural inaccuracies, repair mechanisms, and sequence organization operate across diverse multilingual communication settings.

6. Conclusion

This study investigated structural inaccuracies, repair mechanisms, and sequence organization in English WhatsApp interactions between an Indonesian tour guide and foreign tourists through the perspective of Conversation Analysis. The findings demonstrate that various structural inaccuracies including run-on sentences, missing auxiliaries, missing subjects, tense inconsistencies, lexical inaccuracies, morphological errors, and article or preposition errors naturally occurred during interactions among non-native English speakers. However, these grammatical deviations did not prevent participants from achieving successful communication because mutual understanding was primarily supported by shared contextual knowledge and communicative purposes.

The study further reveals that interactional success was maintained through repair mechanisms such as clarification requests, confirmation, negotiation, interpretation, and implicit acceptance rather than explicit grammatical correction. In addition, conversational coherence was preserved through orderly sequence organization, allowing participants to continue accomplishing tourism-related communicative tasks despite the presence of non-standard English forms. These findings reinforce the view that effective communication in English as an international language depends more on intelligibility, interactional competence, and collaborative meaning-making than on strict adherence to Standard English grammar.

This research contributes to the fields of English as a Global Language, Conversation Analysis, and tourism communication by demonstrating how structural inaccuracies, repair organization, and sequence organization interact to sustain effective communication in authentic

digital contexts. Practically, the findings suggest that English training for tourism professionals should emphasize interactional competence including meaning negotiation, contextual interpretation, and conversational management alongside grammatical knowledge. Future studies are encouraged to examine larger datasets, involve multiple tourism settings and communication platforms, and integrate additional linguistic perspectives such as pragmatics, intercultural communication, and multimodal discourse to provide a broader understanding of English-mediated tourism interaction.

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