

## FUNCTION AND USE OF LANGUAGE IN LINGUISTIC LANDSCAPE SIGNS AT JAKARTA STATION

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### Abstract

This research analyzes the function and use of language in Linguistic Landscape signs at three train stations in Jakarta, namely Gambir station, Manggarai station, and Dukuh Atas BNI MRT station. This research examines how Linguistic Landscape signs affect passenger accessibility and comfort. This research uses a qualitative descriptive method, and data is collected through field observations, photo documentation and passenger interviews. Then, the data analysis technique uses the Miles and Huberman (2019) technique, data reduction, data display, and verification. The results of this research show that most of the signs at the three stations are bilingual signs in Indonesian-English, followed by monolingual signs in English and Indonesian. The Linguistic Landscape signs at this station have proven effective in providing information that is easy to understand and easily accessible to local and foreign passengers. These signs also increase accessibility and comfort for passengers at the station. This research contributes to understanding the function and use of language in the Linguistic Landscape of public spaces, especially at train stations.

**Keywords:** *Linguistic Landscape, Sign in Jakarta Train Station, Language Functions, Language Use.*

### Introduction

Jakarta is the capital of the country and the largest city in Indonesia. Jakarta is the only city in Indonesia that has province-level status. Jakarta has an area of around 661.52 km<sup>2</sup>, with a population of around 10,672,100 people. Jakarta is divided into 5 parts, namely, Central Jakarta, North Jakarta, West Jakarta, South Jakarta and East Jakarta (Putra, 2020).

As a centre of culture, politics and business, Jakarta is home to government offices, ASEAN secretariat offices, foreign companies and private companies. Jakarta has 2 airports, 3 seaports, 46 train stations, 13 Mass Rapid Transit (MRT) stations,  
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and 6 Light Rail Transit (LRT) stations, and there are many other public transportations in Jakarta such as Transjakarta, and Mikrotrans or Jaklingko (Ilhamsyah et al., 2020; Prawata, 2014; Septiawan, 2022).

At transportation stops in Jakarta, there are lots of signs that can help visitors, such as directions, prohibition boards and warning boards, information boards, and so on. These signs can be researched using linguistic landscape approach. The linguistic landscape of the public sphere presents many areas for studying the interrelationships between language, culture, and social dynamics. Public space signs function as markers of linguistic diversity and reflect broader sociolinguistics (Mauliddian et al., 2022; Purnawati et al., 2022).

Train stations provide interesting data for linguistic landscape analysis because many passengers use this transportation because they can avoid Jakarta's traffic jams. In this research, researchers focused on the function and use of language at three train stations in Jakarta.

This research seeks to reveal the function and use of linguistic landscape language in signs at train stations in Jakarta. This research seeks to provide a deeper understanding of the function and use of language in public spaces and to explain how landscape linguistics are used as a communication tool for passengers at train stations.

This research uses linguistic landscape theory, which refers to all forms of language present in public spaces, as proposed by Landry and Bourhis (1997). The data used in the research is the language used on signs such as signage, information boards, prohibition signs and other written displays. The analysis refers to the linguistic landscape theory of Landry and Bourhis (1997). In linguistic landscape theory, Landry and Bourhis (1997) reveal that linguistic landscape has two functions, namely, an informative function and a symbolic function (Purnawati et al., 2022; Sari, 2021).

Thus, the theory developed by Landry and Bourhis (1997) can be used in landscape linguistic research to understand the function and use of language in signs at train stations in Jakarta. In linguistic landscape analysis, this theory can help

understand how language is used in public spaces, as well as how language functions effectively to help passenger communication at train stations. Because passengers at the train station are not only local passengers, but also many foreign passengers who use train transportation in Jakarta. The use of foreign languages helps foreign passengers to obtain information more easily. At the Jakarta train station there are still many Indonesian people who do not understand English, many local passengers only understand the national language. So a national language is needed in the Jakarta Train station area to make it easier for local passengers to obtain information (Nirwana et al., 2020; Sardi et al., 2022)

Researchers have found several previous studies relevant to the current. In recent years, studies center on written linguistic landscape signs found in public places. In studying the linguistic landscape, researchers found several previous studies that discussed multilingualism in public places (Artawa et al., 2023; İnal et al., 2021; Wafa & Wijayanti, 2018), language use and tourism (da Silva et al., 2021; Darmawan, 2017; Datang et al., 2022; Diana et al., 2022; Teo Yong, 2022). Researchers also found previous research analyzing signs visible in public places such as airports (Putri et al., 2024; Rastitiati, 2023), Chinese language service centres (Lu et al., 2021), and a shop (Mubarak & Abdul Muthalib, 2021).

The fundamental difference regarding previous research is the research object. İnal et al. (2021) used streets in various districts in Istanbul, which show interactions between Turkish, English and Arabic as research objects. Artawa et al. (2023) examined the language combinations used on restaurant signs in Ubud, Bali. Wafa & Wijayanti. (2018) made signs from ten religious places in Surabaya to explain the languages used as public signs in religious places in Surabaya. Datang (2023) made signs for tourist accommodation in Labuan Bajo as research objects. Mubarak & Muthalib (2021) used several shops in Banda Aceh as research objects to find out why shop owners use English on shop signs. Rastitiati (2023) used Bali International Airport as a research object. Putri et al. (2024) made Japan's Haneda Airport the object of research. Silvi et al. (2021) made Malioboro, Yogyakarta the object of research. Diana et al. (2022) made labels on historical objects at the Sumenep Palace Museum the

object of research. Lu et al. (2021) researched landscape linguistic at language services in the ancient city of Da Li, Tingkok. Teo (2022) used the languages found on signs at tourist attractions in Singapore as research objects.

The shortcomings of several studies that researchers use as references are limited data, which only focuses on one place and the research method used is only documentation without conducting interviews. The research only focuses on a certain area. It does not cover other areas, so it does not provide a broader picture of linguistic diversity in signs in public spaces in general. Several studies that researchers used as research references also only carried out documentation without conducting interviews with site visitors or officers. So, it cannot describe how visitors understand and respond to information from signs in the public space of a place, whether these signs are used properly by visitors or not. To complement the shortcomings of previous research. Researchers are trying to overcome them by expanding the scope of the data to focus on more than one train station, researchers will collect data from three train stations in Jakarta and conduct interviews with passengers at these stations. Researchers will use field observations and interviews with passengers to analyze the function and use of language in public space signs at train stations in Jakarta.

This research aims to examine the extent to which the linguistic landscape signs found at several train stations in Jakarta are involved in the accessibility and comfort of passengers from different languages. This research tries to reveal the function and use of linguistic landscape language for passengers as well as reveal passengers' responses to linguistic landscape signs at the three Jakarta train stations. By using an linguistic landscape approach, this research provides broader knowledge about the function and use of linguistic landscape language in public spaces, as well as its relationship with station visitors.

## **Method**

This research uses a qualitative descriptive method and an linguistic landscape approach. The qualitative approach uses words rather than numbers, meaning that this research focuses on data in the form of text rather than numerical or statistical data. The data in this research is in the form of images, including text or phrases

found on signs in the public areas of the Jakarta Train Station. The main data sources in this research are signs of the linguistic landscape found at 3 train stations in Jakarta, namely Manggarai station, Gambir station and Dukuh Atas BNI MRT station. This research uses data in the form of words, phrases and sentences in public signs that are useful for passengers at the Jakarta Train Station.

In this research, the researcher played the main instrument. Researchers observed signs of the linguistic landscape at 3 train stations in Jakarta. The signs include information boards, directions, prohibition boards, warning boards, command boards, and label signs, followed by documenting and interviewing several passengers and recording important things related to the analysis knife.

Data collection techniques in this research used field observation techniques, photo documentation and passenger interviews. The researcher collected data in four steps, with several actions assisting in the analysis, interpretation, and discussion of the results. First, researchers observed signs, including information boards, directional signs, prohibition boards, warning boards, command boards, and label signs at 3 train stations in Jakarta. Second, linguistic landscape signs found at 3 train stations in Jakarta were selected to be used as research data.

Third, the researcher noted important things related to the analysis knife, documenting by photographing linguistic landscape signs, including information boards, directions, prohibition boards, warning boards, command boards, and label signs found at 3 train stations in Jakarta, and conducting interviews with passengers regarding passenger responses to the linguistic landscape signs to find out whether the linguistic landscape signs function effectively for passengers or not. Fourth, researchers analyzed the use of language in linguistic landscape signs found at 3 train stations in Jakarta and how these signs function effectively for the comfort of passengers at these stations. Observations at the Jakarta train station location lasted for two days.

The data analysis technique used in this research is the technical analysis of Miles and Huberman (2019), also known as the flow model. The first stage is data reduction. Raw data that has been collected through field observations, photo

documentation of linguistic landscape signs, and passenger interviews are processed and filtered to select the most relevant data according to the research objectives. Next, the data display stage will be carried out. After that, the research will reach the stage of conclusions (verification). At this stage, the data that has been compiled and presented will be used to formulate conclusions and answer the research problem formulation.

## Results

Jakarta is a densely populated city, so many people prefer to use public transportation that is not congested, such as trains or the MRT. Train passengers are usually not only local people; sometimes, international people also use train transportation (Khoiriyah & Savitri, 2021; Ratnaningtyas et al., 2022; Vesya & Datang, 2022).

At the station where the train stops, there are lots of signs such as directions, warning boards, information boards, and so on, which can help passengers get information more easily at the train station. There are landscape linguistic signs at the train station where the function and use of language can be studied. The following is the explanation.

### Use of Language Landscape at Jakarta Station

Spolsky (2015) divides language variations in the landscape linguistic into 3 parts, namely monolingual (one language), bilingual (two languages), and multilingual (three or more languages). Based on the results of data analysis, researchers found 676 landscape linguistic signs at three train stations in Jakarta. The data includes information boards, directions, prohibition boards, warning boards, command boards, labels, and so on. Landscape linguistic data at three Jakarta stations is summarized in Table 1.

Table 1. Landscape Linguistic Signs at Three Jakarta Stations

<b>Variation</b>	<b>Manggarai Station</b>	<b>Gambir Station</b>	<b>Dukuh Atas BNI MRT Station</b>
Monolingual	52	60	47

Bilingual	171	193	153
Multilingual	-	-	-
Total	223	253	200
Percentage	32,96%	37,43%	29,96%
Total Overall	676		

Based on the data above, the signs of the landscape linguistic at three stations in Jakarta vary. There are more signs at Gambir station compared to the other two stations; there are 253 signs (37.43%), with 60 monolingual signs (one language) and 193 bilingual signs (two languages). Then, Manggarai station had 223 signs (32.96%), with 52 monolingual (one language) signs and 171 bilingual (two language) signs. Lastly, the Dukuh Atas BNI MRT station had 200 signs (29.61%) with 47 monolingual (one language) signs and 153 bilingual (two language) signs.

## 1. Monolingual Signs

Researchers found a total of 159 signs at three stations in Jakarta that only used one language (monolingual). The languages used are Indonesian and English. In Table 2 below, the data results are described.

Table 2. Monolingual Signs Available at Three Train Stations in Jakarta

Location	Indonesian	English
<b>Manggarai Station</b>	29	23
<b>Gambir Station</b>	35	25
<b>Dukuh Atas BNI MRT Station</b>	27	20
<b>Total</b>	75	84

### English

At the Jakarta train station, there is a monolingual (one language) landscape linguistic sign in English. Researchers found that there were 84 English monolingual signs at three Jakarta stations: Manggarai station, Gambir station and Dukuh Atas BNI MRT station. These signs are distributed at each station, with 23 English monolingual signs at Manggarai station, 25 English monolingual signs at

Gambir station, and 20 English monolingual signs at Dukuh Atas BNI MRT station.

Gambir Station has the highest number of monolingual English signs of the other two stations. This is because Gambir station is the main station that local and international passengers often use, so the need for information in English is higher. Manggarai Station has the second highest number of monolingual English signs after Gambir Station. Manggarai Station is a transit centre for the KRL Commuter Line, so it really needs lots of English signs to facilitate international passengers. Dukuh Atas BNI MRT Station has the fewest monolingual English signs of the two other train stations because local residents dominate passengers at the Dukuh Atas BNI MRT station.



Figure 1-4. Monolingual in English

From the data above, it shows that there are monolingual English signs at three train stations in Jakarta. The presence of monolingual English signs at train stations in Jakarta shows that these stations are very attentive to the information needs of international passengers. The existence of monolingual English signs illustrates the station management's efforts to create a friendly and accessible environment for foreign passengers, which can make it easier for foreign passengers to understand instructions and other important information at the station.

## Indonesian

At the Jakarta train station, there is a monolingual (one language) landscape linguistic sign in Indonesian. Researchers found 75 monolingual Indonesian signs at three Jakarta stations: Manggarai station, Gambir station, and Dukuh Atas BNI MRT station. These signs are distributed at each station, with 35 monolingual



Indonesian signs at Gambir station, 29 monolingual Indonesian signs at Manggarai station, and 27 monolingual Indonesian signs at Dukuh Atas BNI MRT station.

Gambir Station has the highest number of monolingual Indonesian signs of the other two stations. This illustrates that local passengers dominate at Gambir station. The existence of this monolingual Indonesian sign makes it easy for local passengers to get clear and easy-to-understand information. Manggarai Station also has quite a lot of monolingual Indonesian signs, which makes it easier for local passengers to get information. Dukuh Atas BNI MRT Station has the fewest monolingual Indonesian signs of the two other stations. However, as a central train transit station, this number is still quite easy for local passengers to get clear and easy-to-understand information.



Figure 5-8. Monolingual Indonesian

From the data above, it shows that there are monolingual Indonesian signs at three Jakarta train stations. Monolingual Indonesian signs are more dominantly used at the three stations in Jakarta than monolingual English. This shows that the Jakarta train station provides special access for local passengers. The existence of monolingual Indonesian signs illustrates the station management's efforts to provide information that is easily understood by local passengers, where the passengers who dominate the Jakarta train station are Indonesian citizens. This can provide comfort and ease in accessing information for the majority of passengers at Jakarta train stations who use Indonesian in their daily lives.

## 2. Bilingual Signs

Researchers found 517 signs at three stations in Jakarta: Gambir station, Manggarai station and, Dukuh Atas BNI MRT station. These stations used two languages (bilingual), namely Indonesian-English and English-Mandarin. The data is described in Table 3 below.

Table 3. Bilingual Signs Available at Three Stations in Jakarta

Location	Indonesian-English	English-Mandarin
<b>Manggarai Station</b>	167	4
<b>Gambir Station</b>	193	-
<b>Dukuh Atas BNI MRT Station</b>	153	-
<b>Total</b>	513	4

### Indonesian-English

At the Jakarta train station, there is a bilingual (bilingual) landscape linguistic sign in Indonesian-English. Researchers found that there were 513 Indonesian-English bilingual signs at three train stations in Jakarta, namely Manggarai station, Gambir station and Dukuh Atas BNI MRT station. These signs are scattered at each station. Gambir Station is the station with the most Indonesian-English bilingual signs, namely 193 signs. Then, it was followed by Manggarai station with 167 Indonesian-English bilingual signs. Finally, at the Dukuh Atas BNI station, there are 153 Indonesian-English bilingual signs.

Gambir Station has the highest number of Indonesian-English bilingual signs compared to the other two train stations. This describes Gambir station as the main station that local and foreign passengers often use, so the need for information in both languages is higher. Manggarai Station has the second-highest number of bilingual signs after Gambir Station. Manggarai Station is the main KRL transit hub station in Jakarta, so it requires lots of bilingual signs to facilitate passengers from different backgrounds. Dukuh Atas BNI MRT Station has the fewest number of Indonesian-English bilingual signs compared to the other two train stations. Even so, the bilingual signs at this station are still significant and

effective in helping passengers from abroad who have not fully mastered Indonesian.



Figure 9-12. Bilingual in Indonesian-English

At three Jakarta train stations there are lots of Indonesian-English bilingual signs as in the data above. The total number of bilingual Indonesian-English signs at the three Jakarta train stations is 513. The proportion of bilingual signs at these three stations is quite high. The following is the explanation.

Table 4. Bilingual Indonesian-English Signs and Their Percentages at Three Jakarta Train Stations

Location	Total Bilingual Signs	Indonesian-English Bilingual Sign	Persentase
<b>Manggarai</b>	223	167	74,89%
<b>Gambir</b>	193	193	100%
<b>Dukuh Atas BNI</b>	153	153	100%

From the data above we can conclude that the three train stations in Jakarta show the dominance of bilingual Indonesian-English signs over other languages. The percentage of Indonesian-English bilingual signs at the three stations is quite high. Manggarai station has 74.89% of the total bilingual signs at the station, while the other two train stations, namely Gambir station and Dukuh Atas BNI MRT station, show only display bilingual Indonesian-English signs in the area of these two stations, so the bilingual signs at Gambir station and Dukuh Atas BNI

MRT station are 100% Indonesian-English bilingual signs.

The existence of bilingual Indonesian-English signs at the Jakarta train stations shows that these stations really pay attention to the comfort of passengers of various languages or who do not speak Indonesian. The use of English is intended to provide translation for foreign passengers visiting the station, and the use of Indonesian is to make it easier for local people visiting the station. This was chosen to provide comfort for local and international passengers in accessing information.

### English-Mandarin

As described in Table 3, researchers found 4 English-Mandarin bilingual signs at the Manggarai train station. Although there are not as many Indonesian-English bilingual signs at the Manggarai station, the 4 English-Mandarin bilingual signs at the Manggarai station that researchers found indicate that the Manggarai station is making efforts to provide information in these two languages. However, researchers did not find any bilingual English-Mandarin signs at the Gambir station and the Dukuh Atas BNI MRT station. The absence of these languages at the Gambir and Dukuh Atas BNI stations shows that there is a higher priority in language selection, such as prioritizing English and Indonesian at these two stations.



Figure 13 & 14. Bilingual Signs in English-Mandarin

Figures 13 and 14 above are bilingual English-Mandarin signs that the author found and documented at the Manggarai train station. The existence of these bilingual English-Mandarin signs at the Manggarai station shows the initial efforts of the Manggarai train station management to improve accessibility for Mandarin-speaking passengers and help other non-Mandarin-speaking passengers

understand the meaning of the signs with English translations. This effort really needs to be applied to the entire train station network in Jakarta.

### Functions of the Landscape Linguistic at Three Jakarta Train Stations

According to Landry & Bourhis' theory (1997), landscape linguistic refers to language in the public space of a place, and landscape linguistic describes the distribution of social and ethnolinguistic power in a place. The landscape linguistic has two functions, namely an informative function and a symbolic function. The informative function is demonstrated by the existence of landscape linguistics as geographical markers for speakers of certain languages in certain regions. In this case, language has a role in providing useful information, such as services, routes, and directions to a place that can be found through signs, advertisements, street names, and other forms of writing. Meanwhile, the symbolic function is associated with the existence of an landscape linguistic as the value and status of a language compared to other languages in society. The symbolic function is related to the depiction of personal social identity, community dynamics, and cultural meaning through public language (Rizki Pratama & Kartika, 2023; Widiyanto, 2019).



Figure 15. Prohibition Sign Board at the Train Station

Figure 15 above is a prohibition sign that says "*Dilarang duduk di area ini*" with the translation "Please do not sit here" showing the use of bilingual Indonesian-English at the Jakarta train station. The informative function of the prohibition sign, which reads in Indonesian, "*Dilarang duduk di area ini*", is used to provide direct and clear information to the majority of local passengers visiting Jakarta station, considering

that Indonesian is the national language in our country. Meanwhile, the use of English to write "Please do not sit here" is intended as a translation used to convey messages to international passengers or foreign passengers who do not understand Indonesian. This use of English ensures that all passengers can understand important information. The existence of bilingual signs in Indonesian-English is intended so that all passengers, both local and international passengers, can understand the prohibition on sitting in this area, which will potentially impact the safety, comfort or cleanliness of the area.

The symbolic function of the prohibition sign in Figure 15, which reads in Indonesian, "*Dilarang duduk di area ini*", emphasizes Indonesia's national identity and cultural values. The use of this language shows respect for local language and culture and supports social integration among passengers. Meanwhile, the use of English, as in the words "Please do not sit here", shows recognition of the status of English as a global language and the importance of cross-cultural communication. This illustrates the efforts of the Jakarta train station to be friendly to international passengers. The use of bilingual Indonesian-English on the prohibition signs shows a balance between respect for local language and culture as well as efforts to meet the communication needs of international passengers.

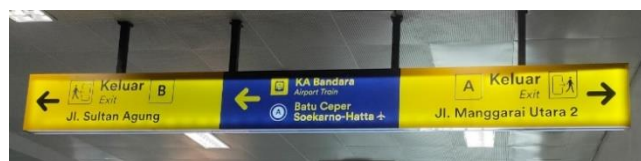


Figure 16. Directional Signage at the Train Station

Figure 16 is a direction board that the author documented at Manggarai station. This sign illustrates the function of the landscape linguistic according to the theory of Landry and Bourhis (1997). This sign functions as an information tool to provide clear directions to station passengers regarding exits and directions to the Airport Train route. The use of Indonesian and English on the direction signs shows an informative and symbolic function. Informatively, these directional signs help all passengers, both local and international passengers, to find the right route easily.

Symbolically, the use of English, such as the word "Exit", shows the station's readiness to serve passengers from different language backgrounds, creates an inclusive environment, and facilitates international mobility at Jakarta station. The presence of bilingual signs on these directional signs also strengthens Jakarta's identity as a transportation centre that supports linguistic and cultural diversity.



Figure 17. Warning Board for Passengers at the Train Station

Figure 17 above shows a safety warning sign at a train station that contains many instructions for passengers. Based on the theory of Landry & Bourhis (1997), the function of the landscape linguistic can be divided into two, namely the informative function and the symbolic function (Khoiriyah & Savitri, 2021; Sari, 2021). The informative function of the warning signs above is to provide important information regarding safety and order on platforms and escalators in the train station area. There are instructions such as "*Dilarang Mendorong*", "*Dilarang Berlari dan Tergesa-gesa*", and "*Hati-hati Melangkah, Perhatikan Celah Peron dengan Kereta*" on the sign in Figure 17 is an example of the use of language to give directions to passengers at the station. Trains that can help passengers avoid accidents. These signs are designed to guide passengers on safe behaviour at train stations so that passengers can navigate the station environment safely and efficiently.

The symbolic function of the sign reflects the values of safety and concern by the station management for train station passengers. By displaying these warning signs clearly and easily to understand, station managers demonstrate their commitment to the welfare, safety and comfort of passengers. The use of Indonesian

on this sign confirms the cultural and linguistic identity of the local community, the majority of whom use Indonesian as a means of communication.

### **Passenger Responses Regarding Landscape Linguistic Signs at Jakarta Train Stations**

To strengthen the research, researchers conducted interviews with one passenger from each train station in Jakarta. This interview aims to get a direct perspective from passengers as station users regarding the effectiveness and usefulness of landscape linguistic signs in the Jakarta station area. Apart from that, this interview was also conducted to find out whether passengers were comfortable and felt helped by the signs of the landscape linguistic or not. The passengers selected for research interviews were international passengers with different language backgrounds, as well as local passengers whose daily language was Indonesian. This will provide a more in-depth picture of the passenger experience with the information provided at Gambir station, Manggarai station and Dukuh Atas BNI MRT station.

Table 5. Data from Interview Results from Jakarta Train Station Passengers

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#### **Researcher Questions:**

1. Do signs such as information boards, directions, train schedules, warning signs and other signs provide clear and useful information for you?
2. Do you feel comfortable with these signs in this train station area?

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#### **Passenger Answers:**

##### **Manggarai Station Passengers**

*"Tanda-tanda di stasiun Manggarai ini sangat bermanfaat bagi saya. Tanda-tanda tersebut juga memberikan informasi yang sangat jelas sehingga saya dapat mengakses informasi petunjuk arah dan jadwal kereta saya dengan mudah."*

*"Saya sangat merasa nyaman dan sangat puas dengan adanya tanda-tanda tersebut di stasiun ini. Apalagi saya membutuhkan informasi jalur kereta buat menuju ke Tanah Abang, dengan adanya tanda penunjuk arah tersebut saya merasa sangat"*

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*terbantu."*

### **Gambir Station passengers**

"The signage at the train station is quite clear and useful for me. With the English translation of several important signs at the train station, it makes it easier for me, who doesn't really understand Indonesian, to access information very easily."

"Yes, I am very comfortable and really feel helped by the presence of these signs at this train station. Earlier when I wanted to buy a departure ticket, I saw a board that said 'Ticket Counter', that really helped me."

### **Dukuh Atas BNI MRT Station Passengers**

*"Ya, tanda-tanda tersebut sangat jelas dan bermanfaat bagi saya, saya dapat dengan mudah menemukan toilet di stasiun ini dengan membaca papan petunjuk arah yang tersedia."*

*"Saya nyaman dengan adanya tanda tersebut karena membantu saya untuk mengakses informasi dengan mudah."*

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Based on the interview data in Table 5 above, it can be concluded that the landscape signs at Jakarta train stations, such as directional signs, prohibition signs, departure schedules and other signs are very useful for passengers at the three Jakarta train stations. At Manggarai station, researchers interviewed a local passenger who was going to Tanah Abang. This passenger felt helped by the directional sign at Manggarai station, which showed the train platform to Tanah Abang, as in Figure 18 below.



Figure 18. Directional Sign at Manggarai Station

The passenger stated that the signs at Manggarai station provided clear information, making it easy to access directions and train schedules. These passengers also felt very comfortable and satisfied with the signs of the landscape linguistic in the Manggarai station area. It shows that landscape linguistic signs, especially direction signs and train departure schedules, function effectively in helping passengers access information more easily and are also well utilized by station passengers.

Next, at Gambir station, researchers found foreign passengers to be interviewed with the same questions but asked in English. According to the passenger, the signs at Gambir station were quite clear and useful for him. There is a bilingual Indonesian-English sign. Station passengers feel helped by the English translation because they feel they don't understand Indonesian, foreign passengers can access important information at the station that they need very easily. The passenger felt helped by the Indonesian-English bilingual sign at Gambir station; for example, when the passenger was looking for a place to buy a ticket, the passenger was helped by the Indonesian-English bilingual sign, as in Figure 19 below.



Figure 19. Service Instruction Board

From this data, we can conclude that foreign passengers at Gambir station consider that the signs at Gambir station are clear and effective enough to help foreign passengers who do not understand Indonesian to get information easily and clearly from the use of bilingual signs. Indonesian-English at the station. With the use of English on several important signs in the station area, foreign passengers feel helped by these signs, this shows that the signs at the train station are quite effective in providing comfort to passengers, not only local passengers but also foreign passengers.

Finally, with passengers at the Dukuh Atas BNI MRT station, researchers interviewed one local passenger. These passengers also gave positive responses about the landscape linguistic signs found in the Dukuh Atas BNI MRT station area. The passenger said that he easily found the location of the toilet by reading the directional signs at the Dukuh Atas BNI station. Passengers feel helped and comfortable with these signs to get other important information at the MRT station.

Overall, the interview results show that the landscape linguistic signs at the three Jakarta train stations function very well and effectively in providing important information that is clearly and easily understood by local and foreign passengers. These signs are very useful for passengers at the three Jakarta stations. These landscape linguistic signs are also very effective in increasing passenger comfort in accessing important information needed by passengers at Jakarta train stations.

### **Use of Landscape Linguistic at Jakarta Stations**

Results from the investigation of the use of monolingual, bilingual, and multilingual signs in three main train stations in Jakarta contribute considerably to existing landscape linguistic studies. At Gambir, Manggarai, and Dukuh Atas BNI MRT Stations, where leading bilingual Indonesian-English signs indicate to the world that Jakarta's metropolitan character and linguistic heterogeneity are deeply important.

This study builds upon earlier landscape linguistic studies, including (Spolsky, 2020), who categorized the concept into three heads: monolingual, bilingual, and multilingual. Unlike previous studies, which have mostly limited the contexts into tourist-centric or culturally specific areas of study (Artawa et al., 2023; İnal et al., 2021; Wafa & Wijayanti, 2018), the current study expands this scope by including transit spaces which are pivotal in the experiences of local and international passengers. This means that places of public transportation in Jakarta represent a new site for analysis to understand whether or how landscape linguistics can promote or hinder accessibility and comfort in this setting of transportation.

### **Monolingual Signs**

The study of religious sites in Surabaya by Wafa and Wijayanti (2018) found that monolingual signage was the most common type in sacred sites and tends to be

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aimed at only one linguistic community. In this study, though, even in a metropolitan transport environment, there remains a high presence of monolingual signage aimed at different groups but in a variety of languages other than English and Indonesian. Data reveals that there are more English monolingual signs in Gambir Station, this one fact can be used to classify the train station into being a gateway for foreign visitors. This can be contrasted with studies such as those by Rastitiati (2023) at Bali International Airport in which the prevalence of English monolingual signs was also high but set within a more tourist-oriented context.

### **Bilingual Signs**

The Indonesian-English bilingual signage clearly dominated across all three stations, forming a significant portion of the total signage. Such dominance can also be observed in some other urban landscape linguistic studies, as in Artawa et al.'s (2023) study of restaurant signage in Bali. However, the focus on Indonesian-English bilingual signs in Jakarta's train stations points to a different way of catering to the needs—both local and international—in sharp contrast to, for example, the more tourist-driven multilingual needs in, say, Labuan Bajo (Datang et al., 2022) or the heritage areas under study by Purnawati et al (2022). Although there is quite a minor presence of English-Mandarin signs in the Manggarai Station, it is an emerging recognition vis-a-vis other Indonesian landscape linguistic studies. This is new, different, and moves away from previously published articles on similar topics that highlighted combinations of Indonesian-English or purely monolingual context (Lu et al., 2021; Putri et al., 2024).

### **Functions of the Landscape Linguistic at Jakarta Train Stations**

Drawing from the theoretical framework of Landry and Bourhis (1997), which proposed the categorization of landscape linguistic into informative and symbolic functions, it is shown that the landscape linguistic of Jakarta train stations effectively fulfilled both roles. The presence of bilingual signs offering critical directions and safety information toward the public makes this function informative. This finding echoes other research, including the landscape linguistic of airports studied by Putri et al. (2024) and Rastitiati (2023), in understanding how such signs operate in a less tourist-

dominated, more functionally driven environment. The symbolic function can also be seen in the strategic use of the bilingual signs to reflect Jakarta's double status as both national and international. This places Mauliddian et al. (2022)'s observations in Probolinggo into a context where the symbolic assertion of local versus global identities is more dynamically balanced.

## Discussion

This research focuses on the use and function of language in linguistic landscape signs found at three Jakarta train stations, namely Manggarai station, Gambir station, and Dukuh Atas BNI MRT station. In this research, it was found that most of the linguistic landscape signs at the three stations were bilingual in Indonesian-English. This is because it makes it easier for Jakarta train passengers to find information in the station area because at the Jakarta train station there are many local and foreign passengers.

The presence of English translations in signs in the station area is to make it easier for passengers who do not understand Indonesian to get information, and the existence of Indonesian is to make it easier for local passengers who do not understand foreign languages to access information. Furthermore, at the Jakarta train station there are also monolingual signs that only use one language, namely English and Indonesian. The presence of linguistic landscape signs in the station area, such as monolingual and bilingual signs, is very effective in providing clear and easy-to-understand information for local and foreign passengers. Apart from that, these signs also increase the level of accessibility and comfort while at the station.

This research examines the informative function and symbolic function of signs at the three Jakarta Train stations. The Informative Function aims to provide direction and safety information to passengers at Jakarta Train stations. Meanwhile, the symbolic function reflects that the Jakarta train station is an important station that is visited by many passengers from various different regions, both local passengers and foreign passengers from abroad.

This research reveals how linguistic landscape signs play an important role in helping passengers understand their surroundings and improving mobility efficiency

within stations. With linguistic landscape signs in the station area that show clear information that is easy for all groups to understand, passengers can easily find their way, understand safety rules, and make passengers safer and more comfortable while in the train station area. The existence of these linguistic landscape signs is very important to create a friendly and comfortable station environment for all passengers, considering their background and culture.

The presence of linguistic landscape signs at Jakarta Train stations fulfills passengers' needs in accessing information more easily. The presence of these signs makes passengers feel safer and more comfortable while in the station area, this is proven by the positive responses of passengers during interviews regarding passenger comfort regarding the linguistic landscape signs found at the three train stations. They responded that the linguistic landscape signs were very useful, making it easier for them to access information and directions at the station. This research expands understanding of the application of language in public transportation environments, especially at train stations. This research provides new knowledge about how language use can influence passengers' everyday transportation experiences.

This research uses Landry and Bourhis' (1997) theory regarding the informative and symbolic function of linguistic landscapes, which emphasizes that linguistic landscapes function as a means of providing important information and also as a reflection of cultural and symbolic values in a particular environment. This finding is in line with previous research conducted by Putri et al (2024) and Rastitiati (2023) which emphasized the role of linguistic landscapes in conveying functional information. These studies explain how linguistic landscapes can effectively provide information and aid communication for visitors.

This research has several limitations. The objects of this research are only limited to three Jakarta Train stations, which may not represent the entire linguistic landscape at several other stations in Jakarta. In addition, the passengers who were used as sources for interviews were relatively small, so they may not be able to capture all the experiences and perspectives of other passengers. To increase understanding of the linguistic landscape at Jakarta Train stations, it is possible to include a wider

and more diverse range of stations and sources. It will enable researchers to gain a broader understanding of the linguistic landscape at Jakarta train stations.

## Conclusion

This research shows that the landscape linguistic signs at three train stations in Jakarta are dominated by bilingual Indonesian-English signs, with some monolingual Indonesian and English signs. The use of landscape linguistic signs helps local and foreign passengers obtain important information at the three stations. The presence of landscape linguistic signs at the station also increases accessibility and comfort for local and international passengers. The station management has succeeded in providing information that is easy to understand for the majority of Indonesian-speaking passengers but also pays attention to the needs of foreign passengers by providing English-language signs in the station area. Overall, these landscape linguistic signs function effectively in providing information and comfort for passengers at the three Jakarta train stations.

Moreover, it adds to the collection of Linguistic Landscape studies an understanding of unique dynamics in language use that feature in this setting of public transport. The current study adds to that literature by shedding light on the heretofore understudied dynamics and is considered even more pressing and central, compared with other sites such as tourist areas or heritage sites. The findings underline the importance of bilingual signage as one of the important variables increasing accessibility and comfort for both local and foreign passengers, therefore situating Jakarta's train stations as one of the critical loci for the interplay of language, mobility, and urban identity.

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