

An appraisal analysis of attitude in taman sari tourists' review in tripadvisor

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Abstract: This study aimed to identify the appraising items which employed in Taman Sari tourists' review written in Trip Advisor. It identified how the visitors expressed their feeling, attitude, and judgment towards the Taman Sari tourist attractions by applying Martin & White (2005) theory, especially the attitude devices. This study employed a descriptive qualitative method. The data used were reviews written by the tourists of Taman Sari in TripAdvisor. This study was done by separating the reviews into the one that contains appraising items of attitudes and then breaking them into clauses before they were analyzed. From the total of 56 data, it shows that there are 15 (26.79%) affect, 6 (10.71%) judgment, and 35 (62.50%) appreciation. Most of the reviews contains 50 (89.29%) positive attitudes, and only 6 (10.71%) with negative attitudes. This study asserted that the attitude device mostly used in the reviews is appreciation, especially reaction – quality since it deals with the evaluation of things which describes human feelings.

Keywords: *affect, appraisal, appreciation, attitude, Taman Sari*

INTRODUCTION

In this era, the internet provides a huge facility that offers a variety of conveniences through social media platforms. It provides a variety of services in some fields such as education, health, business, arts, and even tourism industries. Nowadays, tourism industries are turning towards many social media platforms which are involved in online activities due to the needs of consumers or tourists all over the world. It became the most important business throughout the world, in line with the development of the internet that provides platforms in the tourism sector such as Traveloka, TripAdvisor, Agoda, etc.

Many travel platforms provide conveniences for consumers or tourists. They provide accommodations for tourists such as the entrance tickets to some tourist attractions, transportation tickets, hotels reservation, etc. Besides, travel platforms also give many recommendations to the tourist towards the destination or tourist attractions. The tourists can share their opinion or review on the travel platform after they have experienced visiting a destination or place. The tourist can easily judge tourist attractions based on the comments shared by the other tourists. The comments or reviews will provide suggestions for the other tourists about facilities, services, etc.

One of the travel platforms that provide various reviews from tourists is TripAdvisor. TripAdvisor is one of the world's most popular websites for travel accommodations. It was founded in early 2000 and headquartered in the US (Law, 2006). This website, which aims at providing "unbiased" user-generated recommendations for travel destinations and accommodations, represents an ideal tourism website (Vásquez, 2011). This platform was chosen as it provides reviews with different ratings from travelers, different types of tourists (family, business, couples, etc.) with a specific time frame for their visit, and different review languages.

The way tourists wrote the reviews in a different language, especially English, became interesting to research in line with the increasing online tourism industry which brings an impact on the importance of the language of tourism (Jalifar & Moradi, 2019). The language of tourism as a specialized language attempts people into becoming tourists. Here, it also includes how the tourists used language. The way tourists give their review towards something can be analyzed using an appraisal system or appraisal tool.

The use of appraisal in service industries (including tourism industries) is more important than it is in other types of industries (Ozgen, Baser, & Mimaroglu, 2008). The Appraisal system characterizes emotion as a mental state that arises from subjective evaluations and interpretations of events along several cognitive dimensions (Smith & Ellsworth, 1985). Moreover, the appraisal system is divided into three systems. They are attitude, engagement, and graduation. The attitude is concerned with expressing affect, judgment, and appreciation. Engagement refers to the source of the attitude, and graduation covers force and focus (Martin & White, 2005). Therefore, to evaluate or appraise someone's feelings or personal emotions and opinions towards some issues, the attitude device is the most appropriate tool.

Regarding the use of appraisal systems especially in the tourism field, some previous studies have been carried out. A study regarding the appraisal determinants of tourist emotional response (Hosany, 2012)), indicates that appraisals of pleasantness, goal congruence, and internal self-compatibility were the main determinants of love, joy, and positive surprise. The study also found that the tourists first appraise their experiences in terms of whether the outcome is pleasant or unpleasant (positive and negative). Another study using appraisal systems in tourism was focused on the satisfaction of tourists. The study showed that satisfaction was lower than importance. It brings the conclusion that the attention of tourism management needs to be increased (Wetprasit, 2008).

Although both kinds of research have been used appraisal to analyze tourism destinations, both results of the studies were focused on the tourists' satisfaction (positive or negative) to improve the management of the tour itself and also the destination marketing. Therefore, this study will focus more on the way tourists express their feelings using an appraisal system of attitudes. This study takes Taman Sari tourists' reviews from TripAdvisor.

Taman Sari was chosen as it was one of the most popular heritage tourism sites in Yogyakarta. Taman Sari is a group of buildings that occupy 12.66 hectares consists of 57 buildings and 18 fruit and flower gardens. It was the pleasure gardens and rest houses of the Sultan of Yogyakarta which is dominated by a large artificial lake, a series of sunken bathing pools, and a network of underground underwater passage ways (Ernawati & Moore, 2014). Since it is located in the inner southwest part of the old walled city in the heart of Yogyakarta, Taman Sari was chosen to be one of the destinations visited by tourists while in Yogyakarta. Hence, there are many reviews regarding the visit of Taman Sari. In TripAdvisor, there are about 3.263 reviews written by tourists up to March 2021. Therefore, this study attempts to analyze the language evaluation used by Taman Sari tourists' using an appraisal system of attitude. As the purpose of the study was to identify the appraising items especially attitude which employed in Taman Sari tourists' review written in the TripAdvisor, the research questions were formulated as follows: a) What types of attitude devices are employed in Taman Sari tourists' reviews written in the TripAdvisor?; and b) What type of attitude device is most often used in writing reviews of Taman Sari in TripAdvisor?

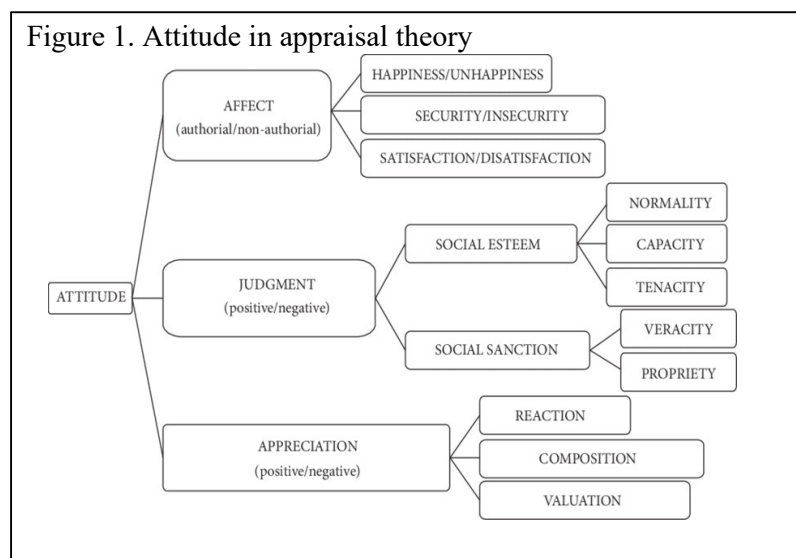
This study is organized as follows. The first section is an introduction that contains a detailed background of the study which brings the researcher into this study. Then, it is followed by a literature review that provides some theories regarding appraisal systems: attitude, engagement, and graduation. The following section is about the findings and discussion in which the researcher presents the schematic of the analysis result and followed by the discussion. Finally, this study wraps up the discussion by providing a conclusion and suggestions for the next study.

Appraisal theory is located within the framework of Systemic Functional Linguistics (SFL). It is a broadening theory and extension of the Interpersonal meta-function of Systemic Functional Grammar (Halliday, 1994). Appraisal theory includes a system of interpersonal meaning. It is related to the function of interpersonal meta-function which is concerned with negotiating social relations: how people are interacting, including the feelings they try to share.

Appraisal theory is the idea that emotions come from evaluating or judging situations that cause specific reactions in different people and emotional or affective responses that will be based on that judgment (Ellsworth, & Scherer, 2003). Furthermore, appraisal also indicates what the speaker thinks that something (a person, thing, action, event, situation, idea, etc.) is good or bad. These scales of good and bad can be seen from the simple and basic scales and the other scales of appraisal which shows what kinds of values established in any particular genre (Thompson, 2013).

Appraisal used for negotiating our social relationship by telling our listeners or readers about how we feel towards something, whether things or people and showing our attitude. Appraisal also categorizes as one of three major discourse semantic resources constructing interpersonal meaning, alongside involvement and negotiation (Martin & White, 2005). Appraisal is categorized into three interacting domains; *attitude*, *engagement*, and *graduation*.

“Attitudes is a framework for mapping feelings as they are construed in English texts”, (Martin & White, 2005). It deals with our feelings (affect) such as emotional reactions, people’s character (judgments), and evaluation of things (appreciation) (Martin & White, 2005). In addition, attitude is also described as a domain concerned with the linguistic expression of positive and negative attitudes’ (Painter, 2003). Attitude is divided into three sub-systems: affect, judgment, and appreciation.



Affect focuses on the feeling of the appraiser and also registering positive and negative feelings such as happy or sad, confident or anxious, and interested or bored (Martin & White, 2005; Thompson, 2013). Affect occurs through mental processes of reaction, attributive relational of affect, and nominalization. For examples:

This pleased me, I hate chocolate, it shows a mental process of reaction.

I'm proud of your achievement, I'm sad, I'm happy, show attributive relational affect.

His fear was obvious to all, show nominalization.

Other terms of affect can be seen in figure below: (Martin & White, 2005).

Figure 2. Realizations of affect

Quality	Describing participants	A sad captain	Epithet
	Attributed participants	The captain was sad	Attribute
	Manner of process	The captain left sadly	Circumstance
Process	Mental	His departure upset him he missed them	Process (effective) Process (middle)
	Behavioural	The captain wept	Process
	Comment	Sadly, he had to go	Modal adjunct

Affect also can be analyzed either in positive and negative based on individual feelings, whether it is good or bad. For example, *'the boy was happy'* could be assessed as positive. In contrast, *'the boy was sad'* would be assessed as a negative affect.

In terms of intensity, affect can be graded as the higher or lower of the scale. For example, *'I like that, 'I love that, 'I adore that'*. Furthermore, affect is split into four sub-branches. They are un/happiness, in/security, dis/satisfaction, and un/desirability (Martin & White, 2005). Figure 3 shows the example of affect types.

Figure 3. Affect types

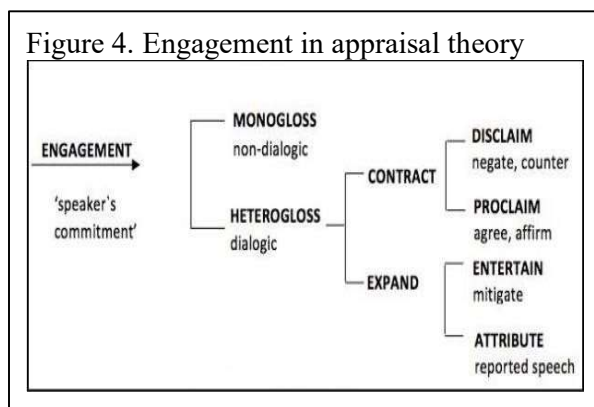
Affect type	Surge of Behavior	Disposition
Happiness	Laugh, hug, rejoice	Cheerful, love, like
Unhappiness	Cry, abuse, revile	Sad, dislike, hate
Security	Assert, proclaim, entrust	Confident, assured, trusting
Insecurity	Restless, twitching, faint	Uneasy, anxious, staggered
Satisfaction	Compliment, industrious, attentive	Absorbed, impressed, satisfied
Dissatisfaction	Fidget, yawn, caution	Stale, bored with, angry

The second kind of attitude is judgment. It deals with authors' attitude towards the behavior; how authors applaud or reproach the actions of others, how authors criticize, praise,

or condemn (Martin & White, 2005). Judgments divide into social esteem and social sanction. Judgment of esteem deals with normality (how unusual someone is), capacity (how capable they are), and tenacity (how resolute they are). While judgment of sanction has to do with veracity (how truthful someone is) and propriety (how ethical someone is).

The third kind of attitude is appreciation. Appreciation is the system by which evaluations are made of product and processes. It considers the evaluation of things (both man-made and natural phenomena). It also has a positive and negative dimension. Appreciation can be divided into ‘reactions’ to things (do they catch our attention; do they please us?), their ‘composition’ (balance and complexity), and their ‘value’ (how innovative, authentic, timely, etc.)

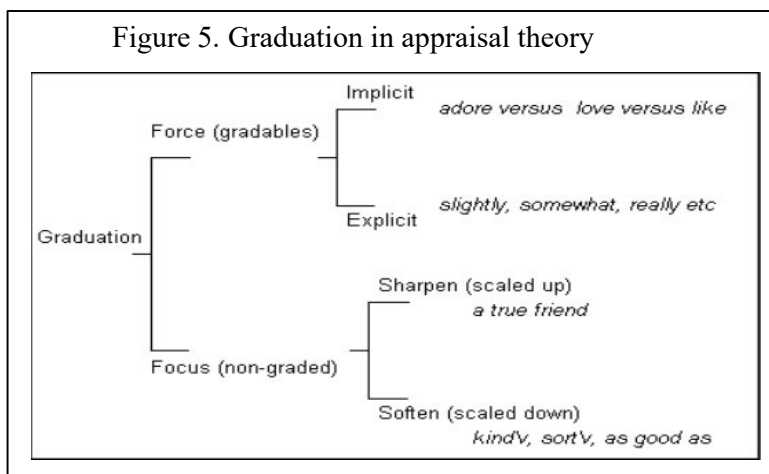
The second type of appraisal is engagement (Figure 4). Engagement deals with sourcing attitudes and the play of voices around opinions in discourse. According to Martin & White (2005), engagement deals with the linguistics constructions by which the authors construe their point of view and the resources used to adopt stances towards the opinions of other people. Engagement includes meanings that give such labels as ‘hedges’, ‘down toners’, ‘boosters’, and ‘intensifier’ for example, *somewhat, slightly, rather, very, entirely, and sort of/kind of, true/pure*.



Graduation attends to grading phenomena whereby feelings are amplified and categories blurred. Graduation is concerned with values that provide grading or scaling in terms of the interpersonal force which the speaker attaches to an utterance or in terms of the preciseness or sharpness of focus with which an item exemplifies a valued relationship. Various, these two dimensions of graduation are labeled as ‘force’ (variable scaling of intensity) and ‘focus’ (sharpening or blurring of category boundaries). It shows in Figure 5.

This analysis took Taman Sari’s tourist review. Taman Sari is one of the historical places in Yogyakarta which is known as a water castle. It is a group of buildings that occupy 12.66 hectares consists of 57 buildings and 18 fruit and flower gardens. It was the pleasure gardens and rest houses of the Sultan of Yogyakarta which is dominated by a large artificial lake, a series of sunken bathing pools, and a network of underground underwater passageways (Ernawati & Moore, 2014). The construction of Taman Sari began during the reign of Sultan Hamengkubuwono I (1755-1792), and was completed during the reign of Sultan Hamengkubuwono II.

Taman Sari has several parts, the first part is the main part which is located in the west and consists of the artificial lake "Segara" and the buildings in the middle, and the buildings and gardens and gardens around the artificial lake. The second part is located on the south side of the artificial lake "Segara" which is the most intact part compared to the other parts.



The part that remains preserved is the building, while the parks and gardens in this section are no longer left. Now, this part is the main part that many tourists visit. The third part is the place for Pasarean Dalem Ledok Sari and Garjitawati Pond Complex. In addition, it is said that in this third section there used to be gardens and parks and other buildings which are now no longer visible. This U-shaped building has a bed in the middle and there is a stream of water under it. In addition, there is also a kitchen, sewing room, and storage room. Meanwhile, the last part is a part of Taman Sari which practically no longer remains except for the former suspension bridge and the rest of the pier (Shasmaya, 2019).

Taman Sari Tourism is open every day from 7 am to 3 pm. The admission price is quite affordable which is on Monday-Sunday it is IDR 5,000 per person for local tourists and IDR 7,000 for foreign tourists. Meanwhile, the ticket price for Monday-Sunday using a tour guide per person is IDR 25,000. If you bring a personal camera, there will be an additional fee of IDR 3,000. Taman Sari is also equipped with various facilities such as parking lots, tour guides, restaurants, souvenir shops, and lodging around tourist attractions (Shasmaya, 2019). In addition, it also provides some uniqueness such as Umbul Pasiraman (Umbul Binangun) bath, in which the visitors can enjoy and take pictures in this bath. The other spot that interests the tourist to take a photo is in Kawasan Sumur Gumuling, and Pulau Kenanga or Pulau Cemeti. In that place, tourists can enjoy our view of Yogyakarta because of its high place. On the way, visitors can see local residents who make batik and buffalo skin to be used as shadow puppets.

TripAdvisor is one of the world's largest and well-known traveler's social media platforms and also the most well-known customer review website for hotels, restaurants, and tourism. TripAdvisor dedicated to users who travel, book hotels, read and generate reviews and comments online (Nicoli & Papadopoulou, 2017). TripAdvisor shows the spread of online reviews in terms of the number of comments posted and website visits. It provides reviews with different ratings from travelers, different types of tourists (family, business, couples, etc.) with a specific time frame for their visit, and different review languages. TripAdvisor users can write reviews and post scores from 1 (terrible) to 5 (excellent) following a number of criteria including overall satisfaction, facilities, locations, services, cleanliness, prices, etc. (Molinillo, Ximénez-De-Sandoval, Fernández-Morales, & Coca-Stefaniak, 2016).

METHOD

This study employed a qualitative method that discussed tourist reviews. Since it was aimed to comprehend linguistic phenomena through identifying the appraising items employed in Taman Sari tourists' review written in the TripAdvisor, a qualitative method is appropriate to be used in this study. The study also used descriptive research because the data were in the form of text which contained attitudes, and analyzed those attitudes. This is relevant with descriptive research as the collection of data was words, pictures, and not numbers. In addition, the collection of data is likely to become a key to what has been researched (Moleong, 2007).

The source of data in this research was the reviews written by the tourists of Taman Sari in TripAdvisor. The writer took the data from the website of TripAdvisor. It was chosen as it is one of the world's largest and well-known traveler's social media platforms which provide reviews in many languages. The writer didn't take all of the reviews since there are about 1.647 reviews written in English up to March 2021. The data used in this study was data in the form of reviews text written by the tourists of Taman Sari. The reviews were separated into appraising items of attitudes and clauses before they were analyzed.

The writer firstly visited the website on www.tripadvisor.co.id. and the writer put the keyword of "Taman Sari" to look for the reviews. Then, the writer chose the language in English. The writer took the newest reviews written in January 2020 up to November 2020. The total data was 19 reviews. Before taking the reviews, the writer read them carefully to find which one contained appraising items that could be analyzed: affect, judgment, and appreciation. After that, the whole reviews were broken down into clauses and it was found that there were 56 clauses could be analyzed.

The main instrument used in this study to take the data was the writer itself. In addition, the writer also used a secondary instrument which was a laptop, and also the internet to take the data from the website TripAdvisor. This study applied Appraisal Framework developed by Martin and White (2005) as the data analysis. The writer used UAM Corpus Tool to analyze the data. The first step was the writer read the reviews and chose the data which contained appraising items that can be analyzed for their attitudes. After that, the writer segmented each review into clauses and typed in the notepad. Then, the writer ran the UAM program and started a new project. When it was done, the data in the notepad was added into the project's corpus created in the UAM corpus tool.

The next step was that the writer incorporate the data into the project. When it was done, the writer went to the layer menu to add an annotation layer to the project. Since this study aimed to analyze the attitude, the writer gave "attitude" on the layer name. To annotate the data, chose manual annotation and used a built-in scheme. Then, the writer chose appraisal as the linguistics area to be studied and chose attitude as the appraisal network to be used. The last step of creating the layer was final checking. After the layer was made, the writer went to the files menu, click on the attitude button and then a window showing the text to be annotated would appear. The writer read the text and then looked for a word expressing attitude. The button on the screen will show three-box "selected", "attitude", and "gloss" then, the writer double-clicked on the types of attitude according to the word. The data were put into a table according to the attitude, source, and type to observe the variations of evaluation. Statistics on the UAM corpus tool will show the frequency of certain comparable attitude functions in the data. At the end, the writer interpreted the meaning of the findings table deeply.

FINDINGS AND DISCUSSION

From the analysis, there were 15 (26.79%) clauses with affect, 6 (10.71%) clauses with judgment, and 35 (62.50%) clauses with appreciation. Each type of attitude had sub-types which can be clearly seen in Figure 6. Appreciation was the attitude that most often used in writing reviews of Taman Sari in TripAdvisor. Furthermore, appreciation divided into 3 sub-types namely reaction, composition, and social-valuation. Then, the three sub types of appreciation would be divided again. The highest frequency of appreciation's sub-types was reaction-quality with 25 qualities (44.64%) from the reviews. Therefore, the most attitude that often used in writing reviews of Taman Sari in TripAdvisor is appreciation – reaction (quality). In stating their reviews using an attitude device, people usually write in a positive or negative ways and it could be seen from the attitude polarity. Most people stated it in a positive attitude. There were 50 words which showed positive attitude (89.29%), and only 6 words showed negative attitude (10.71%).

Appreciation deals with the evaluation of things whether it is man-made or natural phenomenon. This kind of attitude is appropriate to be used in the language of review. The reviewers mostly showed their appreciation in a reaction, whether it caught their attention or not. Mostly, the reviewers showed their liking such as *good, cute, lovely, interesting, great, beautiful, nice, pretty, etc.* Those words showed the quality of the place which made the writers like the place and reflected that the writers appreciate the Taman Sari destination since it had a nice and beautiful place. The reviewers stated them in positive appreciations. But, there was a negative attitude in stating the quality. For example: *not as nice as*.

- perhaps **not as nice as** the one in Bali,

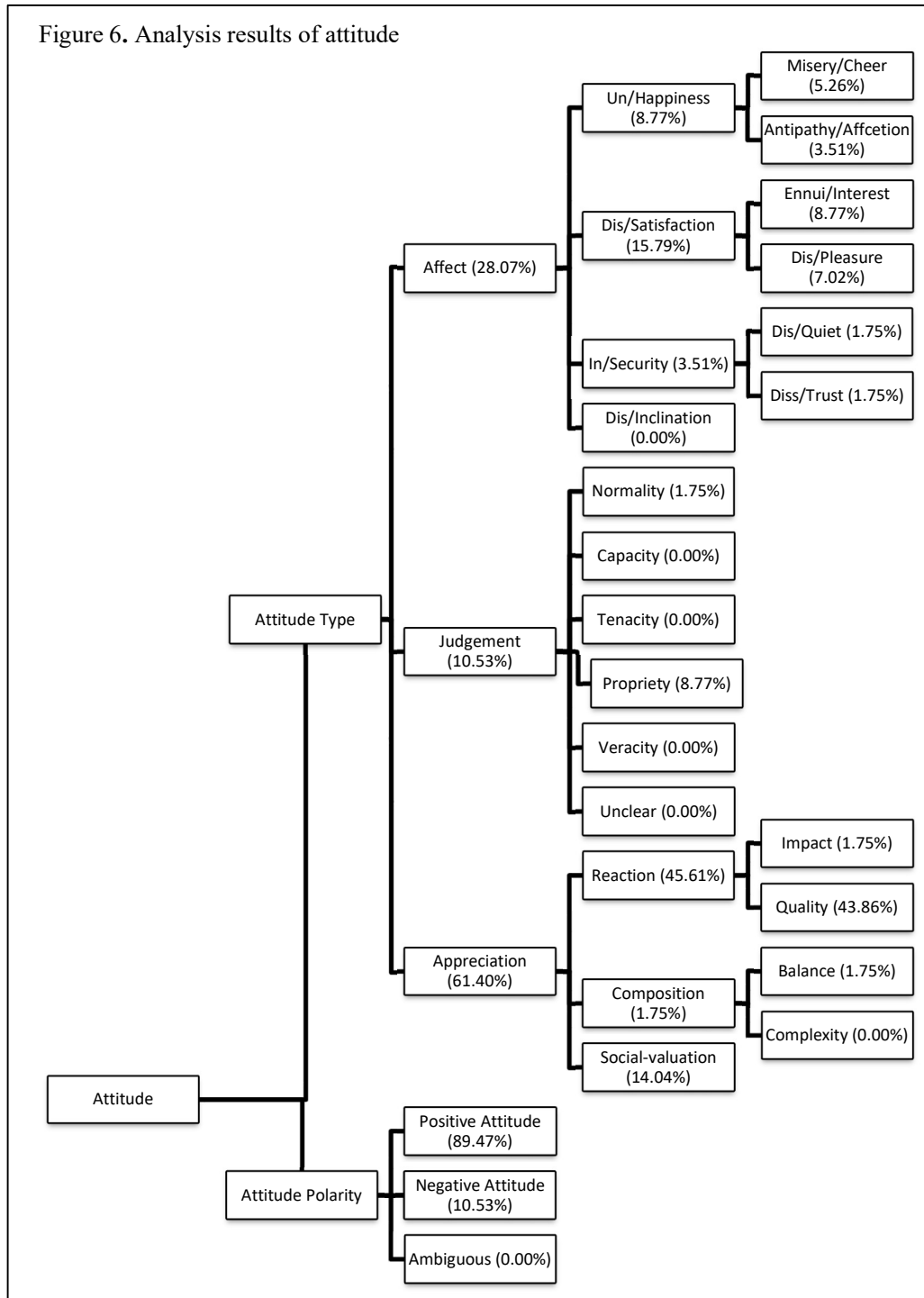
Not as nice as shows that the reviewer assesses Taman Sari tourist destinations as a good place, but not as good as Bali. Here, we could conclude that the writer had a negative attitude towards the Taman Sari tourist destinations since he/she stated that Bali is still the nicest destination. In addition, the reviewers also showed their expression whether it grabbed them or not in an impact. For example: *incredible*.

- and full of **incredible** story.

The word *incredible* means extraordinary. This word used by the reviewer to express his admiration for the story of Taman Sari. The word *incredible* showed that the place catches and grabs the writer's attention. So, it was categorized into reaction – impact. However, the frequency of impact was not as much as reaction. All of the appreciation was stated positively. It means that the reviewers mostly had a good evaluation towards the Taman Sari tourist destination. The other subtype of appreciation is composition. It tends to perceptions (view of order). There was only one composition found in the reviews which was kind of balance. It was:

- It was built more than 2 centuries ago but it still stands **firm**.

The word *firm* means that the building has a solid, almost unyielding surface or structure. This evaluation reflected a composition of the building which shows a balance. The word *firm* showed a positive appreciation towards the building of Taman Sari. Another subtype of appreciation was social-valuation. It was related to the worthiness of something. For example: still well **worth** a quick visit, this was probably the only place **worth** the visit, **worth** a visit in order to see how the daily life of the Royal family was, entrance fee is a **reasonable** 15000 rupiah, and Sumur Gumuling is one of the **instagramable** spots, the ticket price is **affordable**, but the **point plus** is the people around there told us to just cycling around there, and it has **Instagramable** photo spot.



The word *worth* means having a particular value or having a reasonable or good value. In addition, the word *reasonable* is similar to the word *affordable*. It means that the ticket was inexpensive and reasonably priced. Furthermore, *instagramable* showed that the place was

good and worth posting on Instagram. Therefore, those words were categorized into valuation because it was related to the question whether it was worth or not.

The second type of attitude that was often found is affect. It deals with people's emotional states and reactions to others behavior and phenomena. The subtype often appearing in affect was dis/satisfaction – interest. Dis/satisfaction concerns with our feelings of achievements and frustration to the activity in which we are engaged, including as participants and spectators. The writers showed their dis/satisfaction through interests and pleasure. They were all categorized as satisfaction from what we have accomplished. The example of interests found in the reviews are: *busy*, *empty*, *crowded*, and *amaze*. They were: it was extremely **busy** when we visited; mostly **empty**; we arrived there at noon and the place was very **crowded**; usually at noon, the Taman Sari Complex is increasingly **crowded**; be there and you will **amaze** not only by its story the interior exterior.

The word *busy* and *crowded* mean full of people, leaving little or no room for movement and packed. The reviewers used those kinds of words to evaluate the situation of Taman Sari which was really full of people. This condition/situation made the other visitors could not enjoy the beauty of Taman Sari. These words were categorized as negative interests since it showed dissatisfaction from what someone had accomplished.

The word *empty* means not filled or occupied. It was used to evaluate the place which quiet from visitors, so the writer could enjoy Taman Sari without feeling crowded. In addition, *amaze* means surprise with something or fill with astonishment. This word used to express that the visitor would feel fascinated towards the place. Therefore, the word *amaze* showed a positive interest.

The other subtypes of affect were dis- satisfaction – displeasure. Displeasure deals with the feeling of disappointment or upset while pleasure is categorized as satisfaction from what we have accomplished. Pleasure shows that someone feels satisfied with something. There were four reviews contained pleasure namely: it would have been an **impressive** sight in its hay days, Tamansari is very close to my house but **never get bored** to visit this place, the taste is just **awesome**, and at Umbul Pasiraman there are three large pools which **spoil** my eyes.

The word *awesome* means extremely impressive or daunting, inspiring great admiration, apprehension, or fear. It has similar meaning to impressive. In the other hand, *never get bored* used to show that the place was interesting, so the writer never bored to come there. Moreover, the word *spoil* means enjoy the pleasure of something. All of these words used to show that the writers or reviewers were satisfied with the place. Therefore, the words *impressive*, *never get bored*, *awesome*, and *spoil* were categorized as pleasure which show positive attitudes. The second type of affect that is often found was un/happiness. Un/happiness consists of the emotion that affair in heart, such as sadness, hate, happiness, adored. Un/happiness itself consists of misery/cheer and antipathy/affection. Cheer and affection show the feeling of happiness. Misery deals with the feeling of sadness, while antipathy shows the hatred feeling that is directed to someone else. In the reviews, there were 2 antipathies and 3 cheers. The antipathy were: what I **liked** the most was the employees over there, I **love** to visit water castle.

The word *like* means that someone finds agreeable, enjoyable, or satisfactory towards something. It has a similar meaning with the word *love* which means having a deep affection for someone or something. Both words were categorized as affection since they showed a gentle feeling of fondness or liking. Those words also showed a positive attitude.

Furthermore, the cheer found from the reviews were: and of course we are **happy** to do that; when we ride around the site we can also **enjoy** the environment there; But, we still **enjoy** this place by taking photos together.

The word *happy* means feeling or showing pleasure or contentment. It shows the happiness of the reviewer. The word *enjoy* means having a delight or pleasure towards something. Both words showed that the reviewers felt happy with the place or situation of Taman Sari. Therefore, these words were categorized as cheer with a positive attitude. The least common type of affect was in/security. It deals with our peace and anxiety to something that might happen. In/security in the reviews only consisted of 1 quiet and 1 distrust. The type of quiet found was: But, we still **enjoy** this place by taking photos **together**.

The word *together* means with or in proximity to another person or people. This refers to the disposition of quiet. The word *together* was also categorized as a positive attitude. Meanwhile for the distrust found in the review was: was **surprised** to know about this Castle and it was existed since long time ago.

The word *surprised* means cause you to feel excitement over a sudden discovery of an event you did not expect to. It refers to the surge of feeling unexpectedly. Therefore, it was categorized as distrust with a negative attitude.

The least common type of attitude found in the reviews was judgment. From 56 reviews, there were only 6 types of judgment. Judgment refers to the evaluation of attitudes and the way people behave, or the characters. There are some types of judgment, but in the reviews, the subtypes found were only propriety and normality. 5 proprieties found in reviews were *nice, happy, smiley, friendly, and cheap*.

The words *nice, happy, smiley, and friendly* were used to appraise the person (employee) ethical. Those words were used to applaud the good actions or behavior of the employee of Taman Sari in serving the visitors. The reviewers showed a positive admiration or positive evaluations towards the employee there. These were categorized as judgment – propriety since they praise the behavior of the employee. In addition, the other subtype of judgment was normality. It only found 1 in the review. It was: heading to this place by bicycle with my wife, **unlucky** we cannot enter the site.

Normality refers to how special someone is. Negative normality criticizes someone. The word *unlucky* means having, bringing, or resulting from bad luck. This word was categorized as a negative judgment – normality.

CONCLUSION

The analysis of reviews written by Taman Sari visitors in TripAdvisor employed three kinds of attitudes; affect, judgement, and appreciation. In an attempt to answer the first research question, “What types of attitude devices are employed in Taman Sari tourists’ reviews written in the TripAdvisor?”, we can conclude that from 56 manageable chunks of Taman Sari visitors’ reviews, the reviewers used three kinds of attitude. They are affect (26.79%), judgment (10.71%), and appreciation (62.50%). The reviewers used positive attitudes rather than negative attitudes to state their reviews. From the total of 56 clauses, there are only 6 (10.71%) clauses showed negative attitude.

In an attempt to answer the second question, “What type of attitude device is most often used in writing reviews of Taman Sari in TripAdvisor?”, it can be concluded that appreciation was the most attitude that often used in writing reviews of Taman Sari. The most frequently found of appreciation is reaction - quality. It is appropriate to be used in the language of

reviews since it deals with the evaluation of things whether it is man-made or natural phenomena.

Finally, for further analysis, the writer suggested for those who are interested in Appraisal analysis to have another corpus to be analyzed. In addition, the next researchers also suggested having more deep analysis from the other corpus. Furthermore, the other researchers also can involve some other theory to conduct Appraisal analysis such as Critical Discourse Analysis (CDA) to make the study more deeply.

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