

# Japanese Language for Indonesian Interns and Workers Going to Japan in the Restaurant Sector: A Narrative Research

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## Abstrak

Pemerintah Jepang saat ini menawarkan kesempatan kepada negara-negara asing, termasuk Indonesia, untuk mengirim sumber daya manusia mereka untuk mengisi kekosongan tenaga kerja di berbagai bidang di Jepang melalui program magang (magang mahasiswa) dan pekerjaan. Namun, dalam praktiknya, calon pemegang dan pekerja dari Indonesia sering mengalami kesulitan karena kurangnya pengetahuan dan persiapan yang menyeluruh, terutama dalam kemampuan berbahasa dan pemahaman budaya Jepang. Penelitian ini bertujuan untuk mengumpulkan bahasa Jepang yang digunakan di bidang restoran di Jepang dari mahasiswa *intern*, termasuk peneliti sendiri. Bahasa Jepang bidang restoran ini diharapkan dapat dipelajari di Indonesia sebelum berangkat ke Jepang. Melalui pendekatan naratif, mahasiswa *intern* diminta untuk mencatat semua kosakata dan kalimat/ungkapan yang didengar sejak kedatangan di Jepang hingga kembali pulang ke Indonesia. Diketahui bahwa ada 454 kosakata dan 31 kalimat/ungkapan yang biasa digunakan oleh mahasiswa *intern* ketika bekerja di restoran. Selain itu, budaya Jepang yang terkait dengan etos kerja masyarakatnya juga merupakan poin penting untuk dikuasai oleh calon pemegang atau pekerja yang akan berangkat ke Jepang.

**Kata Kunci:** *Internship, Bahasa Jepang bidang Restoran, Mahasiswa Intern, Pemegang dan Pekerja, Penelitian Naratif*

## Abstract

The Japanese government is currently offering opportunities to foreign countries, including Indonesia to send their human resources to fill the workforce gap in various fields in Japan through internships (student internship) and work. However, in practice, prospective interns and workers from Indonesia often experience difficulties due to lack of knowledge and thorough preparation, especially in terms of language proficiency and understanding of Japanese culture. This study aims to collect Japanese language used in restaurants in Japan from interns, including the researcher. This Restaurant Japanese is expected to be learned in

Indonesia before departing for Japan. Through a narrative approach, interns were asked to record all vocabulary and sentences or expressions they heard or listened to from their arrival in Japan until their return. It was found that there were 454 vocabulary words and 31 sentences/expressions commonly used by intern students when working in restaurant. In addition, Japanese culture related to the work ethic of its people is also an important point to be mastered by prospective interns or workers who will depart to Japan.

**Keywords:** *Internship, Japanese Language in the Restaurant Field, Intern Student, Interns and Workers, Narrative Research*

## 1. Introduction

According to Trading Economics, Japan's population is expected to reach 123.6 million in 2024, which is called a declining population. There are many factors that cause Japan's population to continue to decline year after year, one of which is the declining birth rate and the increase in the elderly population, the so-called "low birth rate and aging population." (Wibawa & Arfianty, 2024:14-16)

One of the reasons for the decline in Japan's birth rate is the decline in marriage rates, the so-called "sex recession." Japanese people feel that marriage comes with many risks, financial, psychological, and other aspects. The high cost of living, especially in cities and business districts, makes people tend to postpone the decision to get married and have children, because marriage takes a lot of time and money. (Nugroho et.al, 2022)

Not only is the cost of living rising, but raising children also hinders career development. In addition, frequent travel and lack of time also lead to resistance to raising children (Nugroho et.al, 2022:1027). This is also related to Japan's "workaholic" culture. Although Japanese labor law stipulates a working week of 40 hours or less, Japanese people prefer to work overtime to the point that they have no time to build relationships (Nugroho et.al, 2022:1025).

Japan's declining population is affecting the availability of productive-age workers. According to a CNBC Indonesia report, the population aged 65 and over is expected to reach 36.25 million in 2024, accounting for approximately 29.3% of Japan's population. The shortage of productive-age workers is also due to the high suicide rate among workers. Japan's "workaholic" culture has led to phenomena such as "*karoshi*" (death from overwork) and "*karojisatsu*" (suicide from overwork) (Shibata, 2012). The effects of high mortality rates, fatigue, and overwork also affect the decline in the number of workers (Aisha, 2024).

Indonesia is helping Japan fill the shortage of production workers through the MBKM program, which began in 2020. The Ministry of Education and Culture launched the program with the aim of preparing students who are ready to work in the changing times (Kemendikbud, 2020). One of the programs offered is an internship/work experience. Students participate in various activities over one or two semesters and gain direct experience in the field of work. This activity is beneficial not only for the students but also for the industrial partners (Kemendikburistek, 2024).

The internship/work experience that the intern participated in was in the restaurant industry, and was conducted at a restaurant called "Longfu Dining" in Nagoya City. Longfu

Dining is a restaurant that mainly serves Chinese cuisine. This study is based on the experiences of student who underwent a one-year internship in the restaurant industry. The purpose is to clarify, through narrative research, how the intern participated in the program and what experiences he gained. In addition, it also clarifies how work ethics are established as a culture in Japanese society. This will clarify what kind of vocabulary and expressive skills are necessary when working in the restaurant industry.

## 2. Method

This study employs a qualitative research methodology using narrative inquiry. Narrative inquiry is used when the researcher wants to tell or communicate someone's story or experience (Assjari and Permanarian, 2010). In this study, narrative inquiry is used to describe the timeline of the internship activities that the intern undertook during their one year in Japan. In addition to the narratives about the internship activities, narrative inquiry is also used to collect Japanese vocabulary, sentences, and expressions in the restaurant industry based on experience during the internship period. These Japanese vocabulary, sentences, and expressions are later classified according to linguistic categories.

In addition to the narrative method, this study also uses the literature review method, i.e., library research. This method is used to compare with other materials related to Japanese vocabulary and sentences/expressions in the restaurant field. The narrative data in this study includes the experiences of student who participated in internships in the Japanese restaurant industry. It covers everything from pre-departure preparations, to the process during the internship, to the results obtained from participating in the internship.

Through the narrative approach, data was also obtained on Japanese vocabulary and sentences/expressions used in the restaurant industry. The vocabulary obtained from the internship experience was approximately 454 words in total, including 401 nouns, 24 verbs, and 19 adjectives. In addition, approximately 31 Japanese sentences/expressions commonly used when working in restaurant industry were obtained. The narrative data reveals how the intern student perceive the work ethic of Japanese society and what vocabulary related to the work ethic of Japanese society is included in the narrative approach results.

In addition to the narrative data, the results of a literature method using two sources, the "*Tokutei Ginou*" and "*Irodori*" chapters 1 to 3, on the restaurant industry, are also presented. The "Specified Skill Worker Textbook" contains approximately 631 vocabulary words, of which 621 nouns and 10 verbs are described in detail. Meanwhile, chapters 1 to 3 of "*Irodori*" contain general vocabulary words related to restaurants and cooking. It contains 173 vocabulary words, consisting of 132 nouns, 8 adjectives, and 33 verbs. The analyzed and classified vocabulary words are compared with the vocabulary the researcher discovered during the internship activities.

## 3. Result

### a. Internship Experience in Japan

This data is the result of narrative research conducted by an intern student based on their personal experiences during their restaurant internship program in Japan. The data is narrated from the preparation period before departure, their initial arrival in Japan, their journey during the internship, their experiences, and their outcomes after one year of internship in

Japan. This data is written purely based on the intern student's experience of living in Japan, so the information presented represents the perspective of the intern student, who also served as the research subject.

### **Preparation Before Departure**

The journey began in 2023 when student learned about an internship program. Upon hearing the news, the interns asked the parents for permission and immediately prepared their application documents. The next step was an interview with a Japanese company. The interview was scheduled 2-3 weeks after the application submission. During this time, liaison agency facilitated practice interviews for the internship applicants. Applicants were equipped with knowledge on how to conduct a good and correct interview in Japanese.

Two weeks later, the interview schedule arrived. 10 applicants participated in a virtual interview with the Japanese company. Almost all of the questions covered during the interview were addressed. Therefore, it was crucial to prepare as well as possible. The interview results were announced one week after the interview, and the 10 applicants were declared successful, and they then began preparing for their departure.

Before departing to Japan, there were many things to prepare, including personal documents. The intern student had to apply for passports, as he had not previously had one. Several issues arose, including not being able to obtain a passport at the nearest immigration office, leading to having to apply for one at an immigration office outside his home city. However, after a lengthy process, the intern student finally received his own passport. After receiving the passport, the intern student and other internship participants waited approximately three months for their departure.

Three months later, the interns received news that their COE (Certificate of Eligibility), or residence permit, had been issued by Japanese immigration. The next step was to obtain a visa, which was the required documentation. The intern student applied for the visa in Jakarta, marking his first time traveling alone so far outside the city. The visa application process takes about a week, and the completed visa will be sent directly to his residence. Intern student have about a week until the departure to Japan. This time is used to prepare everything they will bring to Japan and enjoy time with their family and friends. Finally, the time for departure arrives, and the intern student must say goodbye to his families and friends.

### **First Arrival in Japan**

The intern student arrived in Japan on a cold winter morning, with Nagoya experiencing a rainy season. Consequently, the cold temperatures, combined with the inclement weather, created a culture shock for intern student. From the airport, the intern student and other interns were taken by company staff to the headquarters. Afterward, the intern students were escorted back to the apartment where they would be staying by the regional manager (*chikuchou*).

After unpacking the belongings, intern student and regional manager headed to city hall (*shiyakusho*) and the post office to register the residential address and set up a bank account for the financial needs. It was a surprising experience for foreigners, knowing that for the next year, all the writing and speech he would see would be in Japanese. However, this wasn't an excuse, but rather a motivation to continue learning. After the residential address and bank account were established, the intern students were escorted to the restaurant where he would work. He signed his employment contract and registered them into the company system.

Administrative matters completed, the intern students were escorted back to their apartment and provided with supplies, such as groceries and other necessities. Then, the intern student began cleaning the apartment and getting ready for rest. And so the first day was over.

### **Experience as an Internship Participant**

On the first day, intern student was introduced to the store manager and other restaurant staff. He was given uniforms and shown the restaurant's atmosphere. Afterward, the intern student was immediately taught how to work in the kitchen and cook by the deputy store manager. He started with a simple dish, Mapo Tofu. Initially, the intern student struggled to understand the instructions and read the orders, especially since everything was in Japanese. However, the deputy store manager continued to supervise and provide instructions slowly. The shift ended at 11:00 PM JST due to the mounting workload and the intern student's continued learning. However, this provided a learning experience for the intern student going forward.

**1<sup>st</sup> Month:** During the first month, intern student was required to adapt extensively and frequently adjust to the Japanese environment. While this was a culture shock for intern student, it also provided a learning experience. At the restaurant, intern student was taught a wide range of things, from introducing various kitchen items and ingredients to learning how to serve customers. The first month was quite challenging for intern student, who was still unfamiliar with new environment. However, intern student tried to learn and navigate it as best he could.

**2<sup>nd</sup> Month:** By the second month, at least intern student had adapted. However, the second month proved to be more challenging. There was more to learn and master, becoming more demanding for intern student, who were relatively new. Increased work hours, fatigue, and a desire to go home presented obstacles. However, he managed to overcome these challenges and were able to cook the main dishes at the restaurant.

**3<sup>rd</sup> Month:** The third month was the peak of the interns' desire to go home. Physical and psychological exhaustion were factors. On the other hand, the intern student had to learn to serve and interact directly with customers. He learned to take orders and speak Japanese. This was quite a burden due to the fear of making mistakes. However, he managed to gain new experience and skills.

**4<sup>th</sup> Month:** By the fourth month, intern student was starting to adjust. He was starting to feel comfortable and doing his jobs well. He was taught how to operate the cashier, which was quite challenging. Besides the Japanese language being different, the cashier section also deals with finances. Therefore, even a small mistake could have fatal consequences. However, intern student successfully learned the skills and gave the other employees confidence that he could do it.

**5<sup>th</sup> Month:** By the fifth month, intern student was able to perform the work independently without supervision. Furthermore, during this month, intern student was trusted to demonstrate his foreign language skills. When French and American tourists arrived who couldn't speak Japanese, intern student was asked to serve them in English. This was because there were no other English speakers in the restaurant besides intern student.

**6<sup>th</sup> Month:** By the sixth month, the restaurant was starting to get busy. Summer was approaching, and the restaurant was on vacation. At the same time, the restaurant was losing some employees. Therefore, intern student was required to work longer hours to fill the gaps

and maintain normal operating hours. Even though tired, intern student enjoyed the summer, watching the fireworks festival (*hanabi taikai*) and other summer festivities.

**7<sup>th</sup> Month:** The peak of summer vacation occurs this month. Intern student work 10 consecutive days without a day off to fill the gaps left over from the previous month. This month, intern student was entrusted with closing the cash register (*rejishime*), a job rarely performed by intern. However, given the abilities and the staffing shortage, he was asked to learn it.

**8<sup>th</sup> Month:** This month, interns are becoming more reliable. Although there're still gaps, which can lead to excessive work hours, this issue is being addressed effectively. This is evident in the intern student still being able to enjoy his days off and travel outside the prefecture to gain new experiences.

**9<sup>th</sup> Month:** This month can be considered the quietest time for intern student during the program. The workload is slightly reduced due to the lack of staff. Furthermore, the restaurant atmosphere is less crowded, allowing interns to have many days off. This allows him to learn new things and gain experience.

**10<sup>th</sup> Month:** This month, things are starting to get busier, as we enter the end of autumn and winter. This month, interns' working hours are once again stretched due to the recurrence of staff shortages. Although often tired, intern student was still able to enjoy the autumn festivals and see the Momiji trees.

**11<sup>th</sup> Month:** The eleventh month marks the time when intern student was nearing the end of the program. This month, intern simply enjoy the journey and complete his unfulfilled wishlist. Although he had only been working for 10 months, there were times when intern student work solo on shifts. In addition, he is also entrusted with providing guidance to new part-time employees. Sometimes, it's hard to believe but he had reached this point.

**12<sup>th</sup> Month:** This month marks the final month of internship. He is taking time to enjoy the end of the program with those who have accompanied them and to express gratitude for the learning and experience gained. Before returning to Indonesia, intern student bid farewell to all the restaurant staff and express their gratitude for a truly valuable year. Everything that has happened will become unforgettable memories for him.

Seeing how the life of an intern student is full of ups and downs is certainly part of the process and part of living abroad as an intern. As explained in Sari & Juariyah's (2023) research, what obstacles and challenges exist in Japan, and how to overcome them. After getting used to it and continuing to learn, any problems encountered can be overcome, as intern students do during their program.

### **b. Japanese Language Acquisition in Restaurant Industry**

Japanese vocabulary and sentence acquisition for the restaurant industry is carried out by intern student throughout the internship period, from before departure and throughout the internship in Japan.

#### **Pre-departure**

The Japanese language learning process for the restaurant industry takes place approximately four months before departure, under the direct guidance of program institution

and liaison agency. This process provides intern student with a basic understanding of internship activities, what to do, what to do if problems arise, and most importantly, how to navigate daily life as an intern in Japan.

Internship participants in the restaurant industry are provided with a reference book, *Tokutei Ginou* for Restaurants. The book is divided into three chapters: food and beverage preparation, cleanliness supervision, and customer service. Because the book is intended for *Tokutei Ginou* participants who will be taking the SSW (Specified Skilled Worker) exam for the restaurant industry, it is considered less effective for interns due to its general nature. However, intern student can still learn a great deal from the book.

### Implementation Period

The Japanese language acquisition process for the restaurant sector, implemented during the program, resulted in the acquisition of 454 vocabulary words and 31 sentences/expressions. The vocabulary acquired was divided into three types based on the source or origin of the vocabulary. First, vocabulary related to work in the hall (waiter/waitress). Second, vocabulary related to work in the kitchen, and third, vocabulary acquired outside of work. These three types of vocabulary were further categorized as follows:

#### 1) Vocabulary related to work in the hall

##### a) Customer-related

A total of 87 vocabulary words were acquired by intern students while working in the hall and dealing with customers. The vocabulary acquired not only covers activities performed when serving customers, but also includes nouns for objects or food items typically ordered by customers when visiting the restaurant.

##### b) Management and Register-related

A total of 55 vocabulary words were acquired by intern students while working in the hall and dealing with customers. Vocabulary in this category is acquired by intern students when working in the hall at the register or when serving customers who are about to pay, and is related to work when closing the shop, such as calculating income, tidying up the necessary documents and so on.

#### 2) Vocabulary related to kitchen work

##### a) Vegetables and Fruits

There are 27 vocabulary words related to vegetables and fruits that interns commonly encounter when working in the kitchen. Most of these are basic vocabulary words that must be known, so they are all acquired during the first month of the internship.

##### b) Meat and Seafood

There are 24 vocabulary words related to meat and seafood. Similar to the vegetables and fruit category, the grouping of vocabulary related to meat and seafood is also due to their common occurrences when working in the kitchen. Although they are both cooking ingredients, this makes it easier to analyze and categorize them according to the context of use.

##### c) Spices and Herbs

There are 33 vocabulary words related to spices and herbs that interns frequently encounter when working in the kitchen. By grouping them like this, various types of spices and herbs can be identified that have not been encountered before.

##### d) Cooking Utensils

There are approximately 49 vocabulary words related to cooking utensils. This is quite a lot because kitchen work requires a lot of equipment, especially in the professional

world. From large tools to small ones.

e) Related to Cooking and Food

There are approximately 34 vocabulary words related to the dishes and food served at the restaurant where the intern students are doing their internship program. This demonstrates the diverse menu available at the restaurant. Therefore, it is a particular attraction for the restaurant and provides additional knowledge for the intern students.

f) Related to Waste and Cleanliness

There are 37 vocabulary words related to waste and cleanliness acquired by the intern students. This vocabulary consists of types of waste and cleaning equipment. This is a basic knowledge that people working in the restaurant industry must know. As is known, Japan is a country that highly values cleanliness and has a good waste management system. Waste in Japan must be sorted and categorized; it cannot be thrown in the same bag, let alone thrown carelessly.

g) Uncategorized

There are 57 vocabulary words in this grouping. Although it cannot be categorized specifically, the vocabulary in this grouping is frequently used and commonly encountered by intern students when working in the kitchen. This grouping consists of verbs commonly used by intern students when working in the kitchen. Then, there are adjectives commonly heard in restaurants, and so on.

3) Vocabulary Acquired Outside of Work

a) Restaurant-Related

There are approximately 35 vocabulary words related to restaurants. In this grouping, the majority of the vocabulary is related to the company and work systems or is non-technical. Then, there are other related vocabulary words such as attendance, breaks, or salary.

b) Life-Related

There are 17 vocabulary words acquired by intern students during their daily lives in Japan. The vocabulary acquired is based on the intern students' narratives upon arrival in Japan and their daily lives. Although there is a wide range of vocabulary learned, the vocabulary in this grouping is the basics that students must know when participating in an internship program in Japan.

**c. Japanese Work Ethic**

The people working at the restaurant where the interns are doing their internship program are of various ages, from high school students to college students, housewives, and even some over 50. There's a fairly wide age gap among the restaurant employees. However, this demonstrates the family metaphor in Japanese companies. In reality, the relationships among the restaurant employees feel like family.

The roles played by the older employees are taken for granted, regardless of their position. They feel obligated to take responsibility for the younger employees, including the interns, who are foreigners. This is done as a habit and obligation as older or senior employees, given their years of experience working in the restaurant. This demonstrates the *shushin kouyou seido* (lifetime employment) system, where Japanese people typically work at one place or company for a long time.

Throughout the program, it's undeniable that the intern student sometimes feels tired and even want to give up. The initial journey of the program can feel daunting, but this is

simply part of the adaptation process. With an environment that feels like a family, intern student is able to successfully complete the program. This is further supported by the principles of *bushido* and *ganbatte kudasai*, fundamental Japanese work principles. Furthermore, interns learn that challenges and problems must be faced. This refers to the principle of *genchi genbutsu*, which states that Japanese people always face challenges and problems as they arise.

Intern student learn more than just the above during their internship program in Japan; there are also small, often unconscious, aspects of Japanese culture and factors that contribute to the superior work ethic. Interns are always taught to greet restaurant staff upon arrival and departure. This is an unwritten rule and is mandatory for all employees.

Proper and polite language is not only practiced in person, but also when exchanging messages via email, fax, and phone. This is often experienced by interns because the Japanese used in email and phone conversations differs from everyday Japanese. Intern student often delegate these tasks to those more capable. This demonstrates the seriousness of Japanese people in conducting business according to proper correspondence etiquette.

The most important principle in the Japanese business world is punctuality. This is a Japanese work ethic that is often difficult for other nations to embody. During internship, intern student is required to be punctual, both when arriving and leaving. Punctuality at work is the foundation of a person's work ethic, whether they are disciplined or not, and whether they respect others. Therefore, while it may seem small and easily overlooked, punctuality in the business world is a key factor in the superior Japanese work ethic globally.

## 4. Discussion

### a. Vocabulary and Sentence/Expression Discovery

In this chapter, data from findings based on a narrative approach will be presented, namely the discovery of Japanese vocabulary and sentences/expressions used in the restaurant sector, based on narrative notes (field notes) of the experiences of intern students during their internship activities in Japan.

#### Vocabulary Discovery

Table 1. Vocabulary Discovery

Vocabulary	Total	Percent (%)
現場	454	36,08%
テキスト	631	50,15%
いろいろ	173	13,75%
<b>TOTAL</b>	<b>1258</b>	<b>100%</b>

Based on the table above, it can be seen that during the internship, 454 vocabulary words were acquired, consisting of nouns, adjectives, and verbs. This represents approximately 36.08% of the total vocabulary acquired. Furthermore, approximately 631 vocabulary words were acquired from the *Tokutei Ginou* book, representing 50.15% of the total vocabulary. Finally, approximately 173 vocabulary words were acquired from the *Irodori* book, representing 13.75% of the total vocabulary.

#### Sentence/Expression Discovery

In addition to vocabulary, observations also identified sentences and expressions

commonly used in the Japanese restaurant industry. Based on the observations, 31 sentences/expressions were commonly used by intern students during their internship in Japan. This data describes the expressions used, how they are translated into Indonesian, both literally and contextually, and explains when and in what context they are used.

#### **b. Vocabulary Analysis**

The collected vocabulary is then further categorized into more detail. Nouns are divided into two categories: abstract nouns (A) and concrete nouns (K). Nouns are categorized based on their form, whether they are concrete or merely conceptual (abstract).

Next, adjectives are divided into *zokusei* (Z) and *kanjoo* (N). According to Shimizu (in Sudjianto and Dahidi 2004: 154-155), this categorization is based on the context in which the adjective is used: whether the adjective is used objectively (Z), which corresponds to actual conditions and circumstances, or subjectively (N), which corresponds to a person's feelings or emotions.

Finally, verbs are divided into two categories: *jidoushi* (J) and *tadoushi* (T). This categorization is based on the function and type of verb used. Transitive (*tadoushi*) verbs require another object to influence them. Then, intransitive (*jidoushi*) is a verb that does not require another object to influence it (Sudjianto and Dahidi, 2004:150).

#### **Noun Category Analysis**

Around 1,154 nouns were obtained from the analysis, both during the internship, in the *Tokutei Ginou* book, and in the *Irodori* book. In this study, nouns were divided into two categories: abstract nouns (A) and concrete nouns (C). According to Syamsurijal and Musayyedah (2013: 360-363), concrete nouns are nouns that can be perceived by the five senses, such as rocks, wind, and sound. They can be perceived by the senses of sight, taste, and hearing. Meanwhile, abstract nouns are all nouns that are not concrete nouns. Nouns are categorized as such to make it easier to distinguish between nouns that are tangible objects and nouns that are merely concepts.

Concrete nouns (C) are more numerous than abstract nouns, reaching 873 vocabulary words. This is influenced by the situations and conditions associated with working in a restaurant. When working in a restaurant, a person will frequently encounter objects or nouns that are concrete. It's no surprise, then, that the number of concrete nouns obtained is higher than that of abstract nouns or other vocabulary categories. Although fewer, at around 281, abstract nouns (A) are still more numerous than other vocabulary. Again, this is influenced by the restaurant-related occupation.

#### **Adjective Category Analysis**

Approximately 27 adjectives were obtained from the analysis, both during the internship and in the *Tokutei Ginou* book and the *Irodori* book. In this study, adjectives were divided into two categories: *zokusei* (Z) adjectives and *kanjoo* (N) adjectives. Adjectives were categorized as such to distinguish them based on their usage, namely objective and subjective usage.

The number of adjectives obtained was much smaller than that of nouns. This indicates that there are not many adjectives frequently used or related to restaurant work. Most of the adjectives used were *zokusei* (Z) adjectives, or objective adjectives, totaling 22 words. These adjectives are typically used to describe situations and conditions that reflect real-life

situations. Meanwhile, *kanjoo* (N) adjectives had the fewest of all categories, with only about 5 words. This indicates that subjective adjectives are rarely used in restaurant work.

### **Verb Category Analysis**

Around 77 verbs were obtained from the analysis, both during the internship and in the *Tokutei Ginou* book and the *Irodori* book. In this study, verbs were divided into three categories: *jidoushi* (J) verbs and *tadoushi* (T) verbs. Verbs are categorized according to their type.

The most frequently used verbs associated with restaurant work are *tadoushi*, or transitive verbs, with approximately 65 vocabulary words. Transitive verbs require an object to influence them. This relates to the large number of concrete nouns, or tangible nouns, discussed previously. Restaurant work always involves (tangible) objects. Therefore, the number of transitive verbs is greater than other verb types. Meanwhile, *jidoushi* (J) or intransitive verbs number approximately 12 vocabulary words. This is also influenced by the limited use of this type of verb in the restaurant industry.

### **c. Sentence/Phrase Analysis**

In addition to acquiring vocabulary, observations during the internship also provided insights into commonly used phrases in the restaurant industry. These phrases are typically used in the service industry when working as a waiter/waitress.

### **Contextual Translation**

The available expressions are contextual translations, meaning they are adapted to the use of similar expressions in the Indonesian restaurant industry. Intern student conducted a short interview with someone who had worked in a restaurant to determine whether the expressions they used during their internship in Japan were similar to those used in Indonesian restaurants. After asking, they discovered several Japanese restaurant phrases and expressions that were not used or were not included in the sentences and expressions commonly used in Indonesian restaurants.

Cultural and customary differences are one factor that makes contextual translation difficult. This is quite common in translation activities. There were at least nine sentences and expressions that the interns found difficult to translate contextually. This is because these sentences and expressions are not used in Indonesian restaurants.

Although some sentences and expressions were somewhat difficult to translate contextually, this did not prevent the interns from finding the right conclusions about when and how they can be used. This actually provided a new learning experience for the intern students, helping them understand the differences between sentences and expressions commonly used in restaurants in Japan and in Indonesia.

Of the 31 sentences and expressions obtained, seven did not fall under the category of restaurant service procedures, according to Tangian. These sentences and expressions were used in monologues to inform other restaurant employees, during payment processing, and when answering the phone. It can be said that these are not typical sentences and expressions encountered in restaurant work. However, these sentences and expressions can still be valuable knowledge for Japanese language learners, especially those preparing for internships or working in the restaurant industry.

### **Polite/Honorific Language (*Keigo*)**

The sentences and expressions used in restaurants are not the usual everyday Japanese. Instead, they employ respectful distinctions, commonly called *keigo*. In this study, *keigo* is

divided into three types: *sonkeigo*, *kenjougo*, and *teineigo*. The use of *keigo* in restaurants is a form of respect within the hospitality industry.

Of the 31 sentences and expressions used in restaurants, 5 are *sonkeigo*, 6 are *kenjougo*, and 20 are *teineigo*. As explained in the study by Magfiroh et al. (2024) entitled "Use of *Keigo* by Students Participating in an Internship in Japan (Case Study of Japanese Language Education Students at UNNES)", the study found 127 *keigo* sentences/expressions used by students during their internship. The data was taken not only from the restaurant sector but also from the golf sector. Many factors influence this, one of which is the relationship between employees and guests/customers.

## 5. Conclusion

During their one-year restaurant internship program in Japan, intern student gained a wealth of valuable learning and experience. Participating in the internship program included the opportunity to travel to Japan. He experienced firsthand the unique situations, conditions, and scenery of Japan. Furthermore, it provided an opportunity to develop his Japanese language skills and cultural knowledge, gain firsthand experience working with Japanese people, and gain insight into the Japanese work ethic.

During their internship, intern student learned a wealth of new vocabulary and phrases used in the restaurant industry. A total of 454 words and 31 sentences/expressions were learned during restaurant internship in Japan. The vocabulary learned is divided into the following:

- 1) Vocabulary learned from working in the hall
  - a. Customer Relations (87 words)
  - b. Management and Register Relations (55 words)
- 2) Vocabulary learned from working in the kitchen
  - a. Vegetables and Fruit Relations (27 words)
  - b. Meat and Seafood Relations (24 words)
  - c. Related to spices and herbs (33 words)
  - d. Related to cooking utensils (49 words)
  - e. Related to dishes and food (34 words)
  - f. Related to waste and cleanliness (37 words)
  - g. Uncategorized (57 words)
- 3) Vocabulary acquired outside of work
  - a. Related to restaurants (34 words)
  - b. Related to life in Japan (17 words)

The vocabulary acquired consisted of 401 nouns, 19 adjectives, and 34 verbs. In addition to the internship program, this study also identified restaurant-related vocabulary from literature studies using the *Tokutei Ginou* book on restaurants and *Irodori* book chapters 1-3. The *Tokutei Ginou* book contains 631 words, consisting of 621 nouns and 10 verbs. No adjectives were found in the book. Furthermore, in chapters 1-3 of *Irodori* book, 173 vocabulary words were found, consisting of 132 nouns, 8 adjectives, and 33 verbs. Thus, a total of 1,258 vocabulary words were collected in this study.

31 sentences/expressions learned during the internship program were polite forms of Japanese. Five sentences/expressions were *sonkeigo*, six sentences/expressions were *kenjougo*, and 20 sentences/expressions were *teineigo*. This indicates that the Japanese used in the professional world—particularly in the restaurant industry—is *keigo*, or polite Japanese.

As is well known, Japanese people are known for their strong work ethic. They are hardworking and very loyal to their employers, leading to the term "workaholic." This was proven after intern student participated in the internship program and witnessed firsthand how Japanese people work.

The language used was not everyday Japanese, but rather the polite form of Japanese (*keigo*) or business Japanese (*bijinesu nihongo*). There are many different vocabulary words from everyday Japanese, so it is important for internship participants to learn them first as preparation before undergoing an internship in Japan.

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