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Virtual Linguistic Landscape During Post-Covid 19 in Haneda Airport Public Space

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Abstract

The virtual linguistic landscape was a study that investigated texts that existed in the public space and were done virtually. Haneda Airport had a policy of creating linguistic landscape signs for visitors during the post-COVID-19 situation. This study aimed to examine the use of language, actors, and categories of linguistic landscape signs. There were 888 landscape linguistic signs as the objects in this study. The data was taken with screenshots of sign images from a Haneda Airport-related video uploaded on YouTube. The collection methods were done by using the techniques of observation and documentation. This study used a qualitative descriptive method by applying the linguistic landscape theory of Landry & and Bourhis. The result showed that multilingualism with the composition of Japanese-English-Chinese Korean was widely used in the linguistic landscape of Haneda Airport's public space. Meanwhile, the category of public signs dominates the linguistic landscape signs, keeping with Haneda Airport's status as a public space. Airport public authorities (top-down) often made public signs and place names using multilingual and bilingual. In contrast, private actors (bottom-up) mostly make commercial shop signs and advertising billboards using monolinguals.

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Introduction

Language cannot be separated from human daily life. Language is always around us and can be found everywhere. For example, language can be found on highways, shopping centres, government buildings, schools or universities, museums, and public transportation areas such as train stations and airports. Many texts are displayed in those places, such as street names, place names, directions, banners, commercial advertisements, etc.

The linguistic phenomenon in the texts of the public space of an area is the focus of the Linguistic Landscape research (Gorter, 2006). Many studies investigate the linguistic

landscape in public spaces (Backhaus, 2006; Coulmas, 2008; Shohamy et al., 2010; Loth, 2016; Baranova & Fedorova, 2019). Some studies focus on the linguistic landscape in educational places (Brown, 2012; Jing-jing, 2015; Gorter, 2018; Bernardo-Hinesley, 2020).

There are also studies on public transportation such as at stations (Pipattarasakul, 2014; Suthinaraphan, 2016) and in airports such as Kuala Lumpur International Airport (Woo & Nora Riget, 2022), an international airport in New Zealand (Cunningham & King, 2020). There are also studies on the linguistic landscape in Japan that relate to COVID-19 signs in the city (Nakamura, 2022).

A few studies focus on public transportation, such as airports for international gates where many people worldwide first enter the country. An airport is an important place after COVID-19, and by investigating its linguistic landscape, we could ascertain the government policy and other private organizations. And their new policy of the arrival and departure after COVID-19.

According to Lieshout & Matsumoto (2012), Haneda Airport's market has significantly increased between Japan and Asia-Oceania. Another benefit of Haneda airport is that in terms of the range distance to Tokyo city, Haneda is closer (14 km) compared to Narita. Haneda Airport also became one of the top five busiest airports in the world based on passenger volume handled in 2018, among the commercial service airports such as Atlanta International Airport (USA), Beijing Capital International Airport (China), Dubai International Airport (UAE), Los Angeles International Airport (USA and Tokyo Haneda International Airport (Japan). (Nataraja & Peterson, 2019).

The airport's presence as a centre for arrivals and departures from these various countries also makes policy changes from public authorities possible in the post-COVID-19 situation. It is also applied by Haneda Airport, according to the important role of public spaces in educating visitors from various countries through the linguistic landscape. Based on this background, the public space of Haneda Airport deserves to be used as a data source in this study.

A study of the linguistic landscape can be categorized as a sub-discipline of sociolinguistics and applied linguistics (Gorter, 2006). In Japanese, the linguistic landscape is called "gengo keikan". It is a translated version of the "linguistic landscape" in English. The phrase consists of "gengo", which means 'language', and "keikan", which means 'landscape'. The term "gengo keikan" or "linguistic landscape" was originally used by Masai (1972) to show language use on shop signs in the Shinjuku area. Masai (1972) initially identified the characteristic patterns of language choice for the type of business in the Shinjuku area.

Long (2014, pp. 1-2) mentions that the linguistic landscape is written language (signs, product labels lined up in stores, etc.), not spoken language (CM radio for products, train announcements, etc.). This study uses the term "linguistic landscape," which Long stated. In other words, the linguistic landscape is visual information, not auditory. That means the linguistic landscape is used to study the use of written language lines.

According to the definition, Gorter (2006) also defines the linguistic landscape as the use of language in written form in public spaces. Gorter (2006) adds that in some cases, the linguistic landscape refers to a social context that presents more than one language, the use of which implies speech or writing with more than one language, called multilingualism.

Landry and Bourhis (1997) classify linguistic landscape actors with policies for making linguistic landscape signs in an area. It is based on the information function signs, signs made by the government, and signs from private actors. Government signs are introduced to the concept of top-down at the official sign. Then, the private sign was introduced to the bottom-up concept at the non-official sign.

Some research on the linguistic landscape in Japan has been carried out using various points of view from which the research data was collected. Backhaus (2006) investigated

the linguistic landscape by taking data from business, shopping, parks, and residential areas around 28 train stations on the Tokyo Yamanote Line, Japan. Backhaus divides the signs of the multilingual linguistic landscape into official signs and noon-official signs. According to Backhaus, using foreign languages in non-official signs is generally motivated to create an atmosphere like abroad. However, the area has no connection with areas outside of Japan.

Moreover, Yoshida (2017) analyzed the linguistic landscape of public transportation spaces at four train stations and five airports in Japan. According to Yoshida, several public transportation spaces in Japan use multilingual linguistic landscape signs with compositions in Japanese, English, Mandarin, and Korean. It can be concluded that the public authorities in Japan prioritize these languages to be used as information on public signs.

Another study was carried out by taking research data from educational facilities such as that done by Wang. Wang (2015) investigated the signs of the linguistic landscape, specifically on the Kyushu University Ito Campus. In the results, Wang stated that the linguistic landscape markings at Kyushu University did not show constructions as diverse as in urban areas. It also found the use of Japanese-English bilingual linguistic landscapes around the campus. This reveals a visible form of campus internationalization from the use of language signs.

Meanwhile, Long (2014) studied the Japanese linguistic landscape differently. In the background of the research, Long concludes that learners of Japanese as a foreign language need help understanding the pragmatic meanings contained in the signs of the linguistic landscape. It is hoped that foreigners can more easily understand the signs of the linguistic landscape around the city and that the government authorities can make concrete policies.

Moreover, by adopting a pragmatic point of view like Long's, another research was conducted by Aryanto (2020). The difference with Long, Aryanto (2020) conducted research with pragmatic discipline regarding the characteristics of directive speech acts. The landscape data used by Aryanto is a written announcement regarding COVID-19 mitigation in Japan. Data were collected from 30 locations in Japan's public areas: train stations, bus stops, public playgrounds, shopping venues, schools, hotels, and offices. The result is that there are 50 directive speech acts in various languages (*Teineitai* variety and *Keigo* variety). From these results, Aryanto stated that there were three categories of illocutionary points of directive speech acts dominated by directive speech acts directly from the other two utterances. Aryanto stated that through directive speech. Speech partners can see politeness strategies to reduce threats' impact on the other speech partners.

Many researchers have also done linguistic landscape research in Indonesia. One is Jayanti's (2019) research regarding linguistic landscape signs in the public space of Yogyakarta International Airport. As a result, Jayanti concluded that the public authorities of Yogyakarta International Airport made a lot of multilingual or bilingual language signs. Meanwhile, private parties (private) make language signs in monolingual form.

Sakhiyya and Martin-Anatias conducted another study. Moreover, Sakhiyya and Martin-Anatias (2020) analyzed linguistic landscape signs in three major cities in Indonesia such as Yogyakarta, Semarang, and Depok. They emphasize differences in the linguistic landscape's sign patterns in these cities in their public signs. Public signs in the three cities are mostly found in Indonesian, Javanese, and English. As for the private sign, the three cities use Indonesian, English, and foreign languages such as Korean, Japanese, and Mandarin.

Furthermore, another linguistic landscape study that discusses the public space in Indonesian was conducted by Sahril, S. Z., & Hermanto (2019). They analyze the signs of the linguistic landscape in Medan in terms of onomastics, semiotics, and spatial. One of the findings is that the dominance of English shifts the use of Indonesian because English is considered more modern by the Medan society.

Khoiriyah and Savitri (2021) investigated Jatinegara station Jakarta, Indonesia. They found that Jatinegara station was bilingual and mainly used Indonesian and English. Some of them are monolingual, such as English or Indonesian. Most of the linguistic landscape signs found are information clues.

Based on linguistic landscape research done at airports and Japanese public spaces, most discuss a region's linguistic landscape phenomenon before the COVID-19 pandemic. With the COVID-19 pandemic, it is possible to change linguistic landscape policies that require more in-depth study. Research on the post-COVID-19 linguistic landscape in the public spaces of Haneda Airport in Japan has yet to be conducted. On this basis, this research needs to be carried out to determine the use of language, sign categories, and the role of the actors in the linguistic landscape signifier in the Haneda Airport area during the post-COVID-19 period.

The question arises whether any multilingualism signs occurred in the Haneda International Airport, one of the international gates separating Japan and other countries. This study focuses on the language use of the sign in the Haneda airport in the post-COVID-19 era. Furthermore, it holds that the government or private sector uses the public sign policy in Haneda International Airport.

Methodology

Landry and Bourhis (1997) introduced the term "linguistic landscape" and is currently being used by other linguists to explain "the visibility and salience of languages on public and commercial signs". They also broaden the concept of the linguistic landscape, and it is quoted:

> *The language of public road signs, advertising billboards, street names, place names, commercial shop signs, and public signs on government buildings combines to form the linguistic landscape of a given territory, region, or urban agglomeration* (Landry & Bourhis, 1997, p. 25).

This study brought the linguistic landscape of Haneda International Airport into the context of multilingualism. The airport linguistic landscapes demonstrate the "social fact" through language distribution in public spaces or public transportation places. As the gate for people from different country backgrounds, the airport might produce a multilingual sign.

Kallen (2023) stated that the linguistic landscapes showed how these public forms of language link to many concerns in language policy, language and culture, and globalization. Therefore, it drew on insight from sociolinguistics, language policy and semiotics. That method was used to describe and understand the phenomenon of the linguistic landscape in the use of language, actors, and categorization in Japanese transportation, especially on language signs in the public space of Haneda Airport.

This study uses data in the form of written text on linguistic landscape signs presented in the form of screenshot images displayed on the data source. According to Landy and Bourhis (1997), public signs, advertising billboards, place names, commercial shops, street names, and public signs on government buildings are forms of the linguistic landscape.

Data Collection

The data sources of this study were obtained from the Haneda Airport's public space in the signage of information guide, prohibition, COVID-19, place names or commercial places (shops, restaurants, cafes, banks, etc.) information, baggage, toilets, post offices, etc.), advertising or promotional media, and media containing regulations related to COVID-19.

The data collection methods were done by using observation and documentation techniques. Observations were made by observing the phenomenon of the linguistic landscape at Haneda Airport virtually through videos uploaded on social media YouTube. The linguistic landscape data were collected through videos uploaded on social media YouTube. The linguistic data were collected from nine different channels on YouTube, which were: Chayu Channel, E'eye Channel, Japan Osanpo Walker, Japan Panoramic Tours,

Japan Waking Tour, Japaview walk tours and video of Japan, Tokyo Challi & Walk, Haneda Airport, and Travelersheep. These nine channels on YouTube were considered to cover all areas in Haneda International Airport. The video category displays all terminals of Haneda Airport, including terminal 1, terminal 2, and terminal 3. Then, from the videos found, data in linguistic landscape signs were taken by taking screenshots.

Data Analysis

Based on the theory by Kim and Chesnut (2020), they wrote that YouTube could be utilized for the virtual linguistic landscape within the realia category. Virtual realia linguistic landscape data can be collected through virtual or digital means such as visually oriented social media services and searchable via hashtags or other search features (Kim & Chesnut, 2020). On this basis, data retrieval from YouTube is feasible. In addition, YouTube is also considered to be able to display visuals of Haneda Airport as a whole area.

We first observed all thirteen videos from nine channels that covered all documentation of the condition of Haneda International Airport in Japan during the post-COVID-19 era. We then screenshotted and captured the Linguistic landscape data we found in those videos. The data collection was conducted from November to December 2021. After we have the documented data, we then classify linguistic landscape data. This step resulted in documented linguistic landscape data for further analysis.

This study began by collecting linguistic landscape signs based on the location of the terminals they were found; then identified signs based on the language used (Japanese, English, Japanese English, and others), then grouped signs based on variations in the language landscape (monolingual, bilingual, multilingual). The next step was to categorize the signs. We distinguished between top-down and bottom-up. Based on the theory of Landy and Bourhis (1997). According to Gorter (2006), this top-down dimension refers to the difference between official signs placed by the government or related institutions. Meanwhile, bottom-up means private organizations, commercial enterprises, or persons put the non-official signs there. After identifying the data and categorizing both languages used on signs, we focused on multilingual actors creating those policies. We then analyzed and described it thoroughly.

Results and Discussion

The Language Use of Linguistic Landscape in Haneda Airport

Based on the results of data analysis, 888 data of linguistic landscape signs at Haneda Airport were found. The data collected were signs in public places such as billboards, government buildings, public signs, street name,s etc. We collect virtually through thirteen YouTube videos. We have obtained from data sources in the linguistic landscape signage of information guide, prohibition, COVID-19, place names or commercial places (shops, restaurants, cafes, banks, etc.) information, baggage, toilets, post offices, etc.), advertising or promotional media, and media containing regulations related to COVID-19. The data on the linguistic landscape at Haneda Airport is summarized in Table 1.

Table 1 Linguistic Landscapes Signs of Haneda Airport

Variation	Terminal location		
	1	2	3
Monolingual	134	102	83
Bilingual	93	54	91
Multilingual	88	112	131
Total	315	268	305
Total overall	888		

Based on the data in Table 1, there are just a few differences in the number of linguistic landscape signs from each terminal location at Haneda Airport. The signs in terminal 1 were the most numerous, with 315 signs (35.5%), followed by terminal 3 with 305 signs (34.3%) and terminal 2 with 268 signs (30.2%).

Ten languages are displayed in the signs: Japanese, English, Mandarin, Korean, Vietnamese, French, German, Indonesian, Thai, and Arabic, with monolingual, bilingual, and multilingual usage. The use of language at Haneda Airport is presented in Table 2 as follows.

Table 2 The Multilingualism at Haneda Airport

Language	Haneda Airport						Total	
	Terminal 1		Terminal 2		Terminal 3			
Japanese	75	8.4%	54	6.1%	41	4.6%	170	19.1%
English	56	6.3%	47	5.3%	41	4.6%	144	16.2%
French	3	0.3%	1	0.1%	-	0.0%	4	0.5%
Vietnam	-	-	-	-	1	0.1%	1	0.1%
Japanese-English	93	10.5%	54	6.1%	79	8.9%	226	25.5%
Japanese-Mandarin	-	-	-	-	1	0.1%	1	0.1%
Japanese-Korean	-	-	-	-	1	0.1%	1	0.1%
Japanese-French	-	-	-	-	1	0.1%	1	0.1%
English-Mandarin	-	-	-	-	3	0.3%	3	0.3%
English-Korean	-	-	-	-	4	0.5%	4	0.5%
English-Vietnam	-	-	-	-	1	0.1%	1	0.1%
Mandarin-Korean	-	-	-	-	1	0.1%	1	0.1%
Japanese-English-Mandarin-Korean	88	9.9%	112	12.6%	125	14.1%	325	36.6%
Japanese-English-Korean	-	-	-	-	2	0.2%	2	0.2%
Japanese-English-Mandarin-Korean-Frenc-Thai-Arabic	-	-	-	-	1	0.1%	1	0.1%
English-Mandarin-Korean	-	-	-	-	1	0.1%	1	0.1%
Japanese-English-Korean-German	-	-	-	-	1	0.1%	1	0.1%
Mandarin-Indonesian-French-Thai	-	-	-	-	1	0.1%	1	0.1%
Total	315	35.5%	268	30.2%	305	34.3%	888	100.0%

From Table 2, multilingual Japanese-English-Mandarin-Korean dominates the use of the language of all signs at Haneda Airport, with 325 out of 888 signs. In monolingual use, Japanese dominates with 170 signs, followed by English with 144 signs. Monolingual Japanese is widely used in terminal 1, related to its function as a domestic flight area, where its use is felt to be able to facilitate passengers, most of whom are Japanese domestic residents. Monolingual French is used in Terminal 1 and Terminal 2, while monolingual Vietnamese is only found in Terminal 3. About international flight areas, bilingual and multilingual landscape variations are found in terminal 3.

Terminal 1 (Domestic Flights)

In terminal 1, we found 315 signs spread over six floors, and there is B 1F (Keikyu Line/Tokyo Monorail) and 1F (domestic arrival lobby), 2F (domestic departure lobby), 3F (restaurants & shops), 4F (restaurants & shops), 5F (conference room/restaurant), and 6F (conference hall & observation deck). There

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are five languages used: Japanese, English, French, Mandarin, and Korean divided into monolingual, bilingual, and multilingual variations in Table 3.

Table 3 The Multilingualism at Terminal 1 Haneda Airport

Variation	Languages	Number	Percentage
Monolingual	Japanese	75	23.8%
	English	56	17.8%
	French	3	1.0%
Bilingual	Japanese-English	93	29.5%
Multilingual	Japanese-English-Mandarin-Korean	88	27.9%
Total		315	100%

Based on Table 3, the most common sign found in terminal 1 is bilingual Japanese English, with 93 signs. Japanese is the main language in most bilingual signs, while English is a translation. English is used as a translation because it is a global language or lingua franca, so the signs are easier for airport visitors who do not understand Japanese.

Figure 1. No Drone Zone (T15F005)



Figure 1 is an example of a bilingual Japanese-English sign on the observation deck of Haneda Airport's Terminal 1. English is only used in the title because it is quite understandable for foreign visitors, with the sentence "no drone zone" that has meaning by drone prohibition zone. Meanwhile, the information section in the form of details of the prohibition is intended for Japanese people who tend to be careful in terms of regulations, so the language used is Japanese. Inside the sign, several regulatory details confirm that drone flights around Haneda Airport are legally prohibited. In case of violation, a penalty will be imposed. In addition, to ensure airport security, police officers or airport managers can order the drone flight to stop.

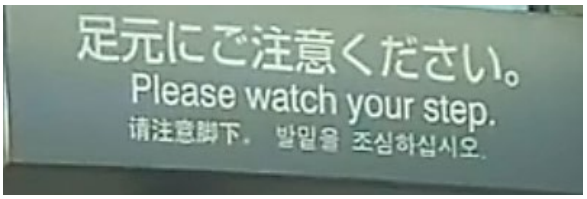
Figure 2. Covid-19 social distance (T11F103)



Furthermore, Figure 2 is also a Japanese-English bilingual sign found on several restaurant tables made by the Haneda Airport public authorities. The sign is displayed in post-COVID-19 situations with the intention that restaurant customers can vacate one of the seats next to each other or in the area given the sign to maintain a distance when sitting to prevent the transmission of the COVID-19 virus. As mentioned earlier, the Haneda Airport public authorities made the sign by presenting dual languages. The title was written in English to explain the sign's meaning so that both local and international airport visitors could read the message to keep their distance. Then, the rules for social distancing were clarified again in Japanese.

Besides bilingual Japanese-English, terminal 1 also found monolingual Japanese, English, and French. Japanese as the national language is widely used in terminal 1, which is related to domestic flight uses. Then, 88 multilingual signs were found with a combination of Japanese-English-Mandarin-Korean. The examples of multilingualism used in Terminal 1 are as follows.

Figure 3. Please watch your step (T1B1F013)



Multilingual with variations in Japanese, English, Mandarin, and Korean are used in the sign in Figure 3. The sign is installed on Haneda Airport's monorail or kekyuu line area. The area tends to be crowded because it is used as a place to enter and exit for airport visitors who use the train or monorail from or to Haneda Airport so visitors continue to pay attention to steps even though they are in a hurry so that the situation in the crowded area remains conducive. Because it is installed in a crowded area, the Haneda Airport public authority makes a sign in four languages so that all airport visitors can read and understand the sign without having to be hindered by language barriers.

Terminal 2 (Domestic and International Flights)

Haneda Airport Terminal 2 handles arrivals and departures of domestic and international flights. Five floors in terminal 2 are B 1F (Keikyu line/Tokyo monorail) and 1F (domestic arrival lobby), 2F (domestic departure lobby and international arrival lobby), 3F (international departure lobby, restaurants & shops), 4F (restaurants & shops), and 5F (restaurants and observation deck). From the five floors, 268 signs displayed five languages: Japanese, English, French, Mandarin, and Korean, with monolingual, bilingual, and multilingual usage. The language usage in terminal 2 is summarized in Table 4.

Table 4 Multilingualism at Terminal 2 Haneda Airport

Variation	Languages	Number	Percentage
Monolingual	Japanese	54	20.1%
	English	47	17.5%
	French	1	0.4%
Bilingual	Japanese-English	54	20.1%
Multilingual	Japanese-English-Mandarin-Korean	112	41.8%
Total		268	100%

In Table 4, we can see that there are 112 multilingual signs with a combination of Japanese, English, Mandarin, and Korean dominating the use of the language of terminal 2. Meanwhile, terminal 1 predominantly uses bilinguals, and the presence of international arrival and departure areas in terminal 2 affects the use of many multilingual signs. Multilingual is provided to anticipate that foreign tourists can also understand the signs provided at terminal 2.

Figure 4 multilingual signs, Japanese-English-Mandarin-Korea (T2B1F074)



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Figure 4 is an example of a multilingual linguistic landscape sign at terminal 2. This sign is a form of policy related to the COVID-19 pandemic made by the Haneda Airport public authority. The sign is used on seats in the Haneda Airport area. It is intended that visitors can keep their distance by not occupying the place where the sign is attached. The Haneda Airport public authorities have provided information in four languages so that international travelers can easily understand the information presented by the airport authorities.

Meanwhile, monolingual and bilingual linguistic landscape signs were also found at Haneda Airport. There are 102 monolingual signs, of which 54 are in Japanese and the rest are in English and French. Meanwhile, for bilingual linguistic landscape signs, 54 Japanese-English signs were found.

Figure 5. Hand sanitizer (T2B1F0007)



Monolingual Japanese is used in Figure 5. In the post-COVID-19 situation, the airport's public authorities have provided many places for hand sanitization scattered in various areas. The place for hand sanitization is affixed with Japanese writing which is read '*shuushi shoudoku*' which means hand sanitizing or disinfecting. The sign is more aimed at airport users who can read Japanese because other foreign languages have not been used. However, using images can help understand the meaning of the sign, so foreign visitors are also expected to understand and participate in using the tool.

Figure 6. exit (T21F024)

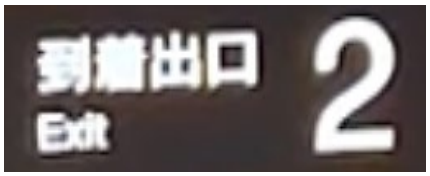


Figure 6 is an example of the Japanese-English bilingual used in terminal 2. The sign is located at the exit gate. There is a difference in the word's meaning in the language's writing. The sign maker, the public authority of Haneda Airport, writes Japanese in kanji, which reads *'touchaku deguchi*', which means 'arrival exit', while in English it is enough to write the word with 'exit'. However, the two words are pretty understandable because they both show a way out. The writing in Japanese is made more detailed.

Terminal 3 (International Flights)

Terminal 3 is the last terminal at Haneda Airport. The terminal is used to handle flights for international arrivals and departures. There are 305 linguistic landscape signs were found in Terminal 3, collected from 5 floors, namely 1F (entrance plaza), 2F (international arrivals lobby), 3F (arrival lobby), 4F (restaurants and shops), and 5F (restaurants and shops). Terminal 3 found the use of 10 which can be seen in Table 5.

Table 5 Multilingualism at Terminal 3 Haneda Airport

Variation	Languages	Number	Percentage
Monolingual	Japanese	41	13.4%
	English	41	13.4%
	Vietnamese	1	0.3%
Bilingual	Japanese-English	79	25.9%
	Japanese-Mandarin	1	0.3%
	Japanese-Korean	1	0.3%
	Japanese-French	1	0.3%
	English-Mandarin	3	1.0%
	English-Korean	4	1.3%

Variation	Languages	Number	Percentage
	English-Vietnamese	1	0.3%
	Mandarin-Korean	1	0.3%
Multilingual	Japanese-English-Mandarin-Korean	125	41.0%
	Japanese-English Korean	2	0.7%
	Japanese-English-Mandarin-Korean-France-Thai-Arabic	1	0.3%
	English-Mandarin-Korean	1	0.3%
	Japan-English Korean-German	1	0.3%
	Mandarin-Indonesian-France-Thai	1	0.3%
Total		305	100%

Based on the data in Table 5, the linguistic landscape signs in terminal 3 are mostly made using multilingual. The number of multilingual users is influenced by terminal 3, which handles international flights. Similar to terminal 2, the combination of Japanese English-Mandarin-Korean also dominates in multilingual usage, for example, as in the sign of directions to the arrival lobby in Figure 3.

Figures 7 and 8 are examples of multilingualism, with approximately 41% of the most used languages mixed found at Terminal 3 Haneda International Airport. The most common sign we found is a public sign.

Figure 7. Multilingual sign, English, Japanese, Korean, Mandarin (Departure Lobby) (T33F019)



Figure 8, multilingual signs, English, Japanese, Korean, Mandarin (T33F045)



The domination of the languages used in Terminal 3 is for the bilingual pair of Japanese-English (25,9%) and multilingual languages of Japanese, English, Korean, and Mandarin. We found that These languages used tendencies proved that as an international place, Haneda airport uses languages familiar to Japan. With a tendency to use another language besides English, such as Korean and Mandarin, most tourists or incoming people are from Korea or China.

Monolingual and bilingual linguistic landscape signs were also found to be used in terminal 3. There are 83 monolingual signs using variations of Japanese, English, and Vietnamese. The remaining 91 bilingual signs are provided with 8 types of language combinations, most of which display Japanese-English.

Figure 9. Haneda Nihonbashi (T34F044)



Figure 9 is a monolingual sign found at terminal 3 of Haneda Airport. At first glance, the sign looks like it uses two languages, when in fact there is only one language, which is Japanese, which is written using hiragana, kanji, and romaji or alphabet. These marks serve to indicate places with the same pronunciation, both in Japanese and English.

The sign was made by the Haneda Airport public authority.

Figure 10. Please do not put your mask here (T31F035)



Figure 10 has Japanese and English bilingual writing in it. In Japanese, it says '*Koko ni Masuku o okanai de Kudasai*' which is translated and written in English sentence as 'please do not put your mask here'. The sign is installed at the place for the PCR test which means a test that functions for the Covid-19 virus detection inspection process at the airport. The airport authorities made the sign so that airport visitors who had done a PCR test did not put their used masks in that place. The use of two languages, Japanese and English can make it easier for visitors to understand the contents of the text to carry out orders properly.

Actors and Category Signs of Haneda Airport Linguistic Landscape

Actors who have a policy of making signs and determining the use of language in the linguistic landscape of Haneda Airport are classified into two types, public authority and private. Public authorities make an official sign in the form of a top-down sign, while private make a non-official sign/private sign in the form of a bottom-up sign.

Public authorities at Haneda Airport include Japan Airport Terminal Co., Ltd., Tokyo International Air Terminal Corp, Tokyo Government, and Japan. Private actors include shops, restaurants, cafes, ATMs, and others that are made on a personal basis and contain a commercial value. The actors and their categories of linguistic landscape signs at Haneda Airport can be seen in table 6.

Table 6 The actors and categories of the linguistic landscape

Linguistic landscape actor	Sign-Category	Number	Presentation
Public authorities (Top-Down)	Public sign	490	55.2%
	Place name	63	7.1%
	Street sign	-	-
	Street name	-	-
Private (Bottom-Up)	Commercial shop sign	269	30.3%
	Advertising billboard	66	7.4%
Total		888	100%

Based on the theory of Landry and Bourhis (1997), 4 of 6 categories of linguistic landscape signs are found at Haneda Airport. Including official signs like street signs, street names, place names, public signs, billboards, and commercial shop signs are included in the category of unofficial signs. However, the street sign category and street name were not found. The top-down signs by public authorities appear to be the most displayed, with a proportion of 553 signs (62.3%), consisting of 490 public signs and 63 place names. Then, there are bottom-up signs from private actors consisting of 269 commercial shop signs and 66 billboards. Overall, the public sign (top-down sign) dominates the sign at Haneda Airport. This is influenced by the airport, which is the realm of public space, therefore, more use of public signs is needed. Public signs encountered at Haneda Airport

include directions, information signs, prohibition or warning signs, and policy signs related to COVID-19. Meanwhile, the category for place names is in the form of the name of a place/building that is provided or comes from a public authority actor and is not commercialized. Commercial shop signs at Haneda Airport can be found in restaurants, shops, or places where commercial activity is possible.

Table 7 The actors and linguistics landscape signs

Linguistic landscape actor	Sign-Category	Number	Presentation
Public authorities (Top-Down)	Monolingual	74	8%
	Bilingual	155	17%
	Multilingual	324	36%
Private (Bottom-Up)	Monolingual	245	28%
	Bilingual	83	9%
	Multilingual	7	1%
Total		888	100%

The data in Table 7 is a summary of the variety of language landscapes displayed in the public spaces of Haneda Airport based on the actors who make the linguistic landscape markers. From the table, it appears that the public authorities of Haneda Airport made top-down signs in the form of 324 multilingual signs, 155 bilingual signs, and 74 monolingual signs. This number shows that the airport's public authorities make a lot of top-down signs using multilingual and bilingual.

Contrary to public authorities, private actors at Haneda Airport do not display much multilingual use. Private actors focus more on making bottom-up signs using monolinguals, as with 245 signs. Based on these data, airport authorities are more open to using dual to multilingual languages compared to private actors. This is related to Haneda Airport's public space, which requires a policy of using a combination of foreign languages on many top-down signs so that local and foreign visitors alike can understand the information provided.

In his study on rules and regulations in linguistic landscaping in Tokyo, Backhaus (2008) mentions that the Tokyo Metropolitan Government in 2003 made rules for sign guides in public that should be easy to write and understand by foreigners. Therefore, there are two additional foreign languages other than English on public signs made by the government or private sector, which are Chinese and Korean. These two languages are the two largest linguistic minority groups.

This study reveals significant insight into the linguistic landscapes of Haneda International Airport, shedding light on various aspects related to multilingualism, governmental policies, and the influence of public and private actors. This study achieved its objectives by highlighting Haneda International Airport as an international gateway, akin to Narita Airport, where multilingualism is predominantly evident through diverse signage (Yoshida, 2017).

These findings align with Fujii's (2014) finding; according to her, due to the preparation of Japan and Tokyo for the Olympic 2020, in Japan public places such as JR Kyushu Station, she found most of the signs are multilingual. It mainly focuses on using fourth languages: Japanese, Mandarin, Korean, and English. Yoshida (2017) also stated in his findings that, in several public transportation in Japan, Japanese, English, Mandarin, and Korean were used and prioritized by Japanese authorities as information on public signs.

Heinrich (2021) also found highly multilingual signs on pedestrian traffic lights around the stadium in Tokyo, and he found that there are indications for four language use, which are Japanese, English, Chinese and Korean). These four languages are primarily used in public places, considering that most of the tourists who come to Japan are from China

and Korea. Moreover, English was considered as it is an international language.

One worthy finding pertains to signs associated with the post-COVID-19 policies of the Japanese government, such as those emphasizing social distancing and the importance of using hand sanitizers. The prevalence of these signs underscores the airport's commitment to public health and safety. A few studies are concerned with the public signs of COVID-19 in Japan. However, Nakamura (2022) emphasized our findings that signs associated with COVID-19 policies and those from the Japanese government. Such as in Tokyo and Kanagawa, although she still found the text of monolingual Japanese signs. Some of the signs are related to social distancing.

This study identifies the public authorities as the primary actors shaping the linguistic landscape, indicating a top-down approach in policy formulation and sign creation. The multilingual nature of the linguistic landscape, involving ten different languages, is a testament to the airport's international character. The distribution of languages varies across terminals, with Terminal 1 favouring Japanese-English bilingual signs, terminal 2 showcasing multilingual Japanese-English-Mandarin-Korean signs, and Terminal 3 emphasizing international flights with a similar multilingual approach.

Comparisons with previous studies, such as Backhaus (2015) and Backhaus (2006), validate the findings. Similarities in the use of multilingualism in Japanese public spaces and linguistic landscapes dominated by Japanese, English, Chinese, and Korean align with the observed patterns at Haneda Airport. These differences in language use can be attributed to the specific function of each terminal area. Furthermore, the study underscores the role of Japanese as the primary language, with other languages serving as complementary or companion languages. The bilingual presentation of COVID-19-related information reflects the airport's awareness of its diverse international audience.

In terms of actors in the linguistic landscape, the distinction between public authorities and private actors is evident. Public authorities contribute top-down signs, encompassing public signs and place names, while private actors, such as commercial ones, predominantly feature bottom-up, monolingual signs.

Conclusion

The result uncovered our study objectives: as one of the international gates beside Narita airport, we mainly found the multilingualism signs in Haneda Airport. We also found some signs related to the Japanese government's policy on post-COVID-19 handling in public spaces, such as signs on social distancing or the sign of the important use of hand sanitisers. We also found that as public spaces, the actors that mostly make the policy of linguistic landscapes are public authorities, which means most of the signs and linguistic landscape signs were made top-down.

In our findings on the use of language in the public spaces of Haneda Airport, ten types of languages were found, including Japanese. Among them are Japanese, English, Mandarin, Korean, Vietnamese, French, German, Indonesian, Thai, and Arabic. Multilingual linguistic landscape signs are the most widely used, followed by monolingual and bilingual. In its use, terminal 1 as a domestic flight area mainly uses Japanese-English bilinguals. Meanwhile, terminal 2 (domestic and international flights) and Terminal 3 (international flights) often display multilingual Japanese-English-Mandarin-Korean signs.

These differences can be affected by the function of each flight terminal area. At Haneda Airport, Japanese is shown as the primary language because its presence can be found in most linguistic landscape signs. In contrast, other languages are used as complementary or companion languages in bilingual and multilingual signs. Several signs of the linguistic landscape related to COVID-19 information issued by the Haneda Airport authorities were also found. Among the signs of COVID-19 the author has collected, its information is presented bilingually.

On the other hand, actors in the linguistic landscape of Haneda Airport consist of airport public authorities and private actors. Airport authorities provide top-down signs through public signs and place names. Then, private actors provide bottom-up signs such as commercial shop signs and billboards. From the category of signs found, the most common public signs are provided, in line with the existence of Haneda Airport as a public space. Public signs and place names are mostly bilingual and multilingual, while commercial shop signs and billboards are monolingual. public authorities.

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