CHAPTER I

INTRODUCTION

A. Background of the Study

As a social being, someone always interacts naturally with other people. To realize it, people need a tool. The most effective tool is language. It plays an important role to express what he/she wants, needs, or feels. Meanwhile, language is also an important device to keep the relationship of human being. Trudgill (1983: 1) states that language is not simply a means of communicating information about weather or any other subjects, but it is also a very important means in establishing and maintaining the relationship with other people in community.

The correlation between language and society is learnt in sociolinguistics. Wardhaugh (2000: 12) states that Sociolinguistics concerns with investigating the relationship between language and society, with the goal of being a better understanding of the structure of language, and how language functions in the communication. The definition above can be inferred that language and society are so closely related.

The main purpose of using language is to communicate meaning or message. Communication can be defined as a process by which information is change between peoples through a common system of symbol, signs a behavior (Webster, 1981: 225). Larry (1995: 28) notes that communication is the

process from the source, the person who needs to communicate by using a message, giving it to the other person and giving feedback to the source.

Human being has many kinds of activities related to their work. Everyone will use vocabularies, which deal with their work. The use of language relates to one's occupational that is called register. Holmes (1992: 276) states that register is the language of the groups of people with common interest or jobs or the language used in situation associated with group.

There are many people or groups in our lives in certain society. They are: doctors, teachers, pilots, politicians, etc. Each group of people has their own vocabularies to express their feeling. For example the word "plus", commonly, means "with the addition of", like in a sentence *two plus five is seven*. On other hand, the word "plus" means "the sign to show positive quality". However, in medical term it means "death". The Doctor's community uses their own vocabulary in their expression that can not be understood by other community. In short, it can be inferred that each group of people has their own register in their communication. Registers are usually characterized by vocabulary differences, either by the use of particular words or by the use of words in a particular sense.

In society, people use many kinds of language varieties that describe the changes in situational factors, such as address, setting and topics. Each occupational group or social group has difference in specific vocabularies associated. Therefore, each group has a different register, for example in ticketing division.

In the ticketing division, there are so many registers used in it, for examples: *backup, issued, reissued etc.* Some of those terms have different meaning in the port

from general English. It is related with context of situation, which consists of field, mode, and tenor. Because of that, in the ticketing division the field and the employee as tenor sometimes use special language to make it easier in conveying the message to other employee, that the form of the spoken language called mode, the registers are often found in the ticketing division. The examples are:

1. Back up

    " bos, *back up* e nggo jurusan Kumai kapan?"

    The situational context that underlines the speech situation phenomena above is: the field or setting of the speech situation is in the ticketing division. The tenor or the participants are the employee as the speaker and the hearer. The mode or channel is spoken language form. So, the meaning of *back up* is the deadline for printing the ticket. The explanation for this situational context is that the employees in the ticketing division talk about when the deadline for printing the ticket is. This speech situation usually only happens in the ticketing division

2. Issued

    " halo, tiket ng kumai wingi sing tak pesen wis mbok *issued*-ke rung?"

    The situational context that underlines the speech situation phenomena above is: the field or setting of the speech situation is in the ticketing division. The tenor or the participants are the employee as the speaker and the other employee as the hearer. The mode or channel is spoken language form. So, the meaning of *issued is* the printed ticket. The explanation for this situational context is talking about whether the ticket has been printed or not. This speech situation usually only happens in the ticketing division

Some of those terms have different meaning in the ticketing division from general English. The ticketing register meanings are different from English in general (dictionary meaning). The examples are:

1. The meaning of '*backup*' in general English is *to support or to encourage, make spare copy* (Oxford Advanced Learner's Dictionary of Current English: 171), but in port division, '*backup'* means *a deadline for printing tickets*. The meaning is different from general English because it is influenced by the situational context underlining the speech situation where the field takes place in the ticketing division, the participants are the manager and the employees, and the mode used is spoken form.

2. The meaning '*issue*' in general English is *subject for discussion* (Oxford Advanced Learner's Dictionary of Current English: 108), but in the ticketing division context, the word '*issued'* means *printed tickets*. The meaning is different from general English because it is influenced by the situational context underlining the speech situation where the field takes place in ticketing division, the participants are the agent and the manager, and the mode used is spoken form.

From the fact above, the writer is interested in making research closely related to registers in ticketing division in Port of Tanjung Emas, because the employees of ticketing division in Port of Tanjung Emas sometim*e* use specific language to make them easier in conveying the massage, and also to make their communication and interaction more effective and efficient. Besides, register used by employees of ticketing division in Port of Tanjung Emas *is* one of the developing languages for the creativity result of the language users. Because of their creativity, the writer is

interested in conducting a research entitled: "A DESCRIBTIVE STUDY ON REGISTER USED IN TICKETING DIVISION AT TANJUNG EMAS SEMARANG".

B. Previous Study

Several researches have been conducted on the study of register. The first belongs to Lita Yulistiani (2009) entitled "REGISTER ANALYSIS USED BY SHIP'S PILOT IN PORT OF TANJUNG EMAS". The research itself is focused in register used by ship's pilot in Tanjung Emas. The results are that the forms of the word are in the form of 3 compound words and in the forms of phrase in 2 verb phrases, 7 noun phrases, 5 adjective phrases, 1 present participle phrase, and 5 adverb phrases. Viewed from the meaning, the writer finds that the meaning of register used by ship's pilot could be categorized into four, they are: (1) the real meaning is broader than the new meaning, (2) the new meaning is broader than the real meaning, (3) the new meaning and the real meaning are identical each other but they are used in different field, (4) the real meaning and the new meaning are quite different.

The following example that the writer found belongs to Eny Permata Sulistyani (2006), with a research entitled "AN ANALYSIS OF REGISTER USED BY CARSERVICES CENTER IN SURAKARTA". Her results are that 12 words as noun, 18 words as a verb, 5 words as a adjective, 2 phrases and 3 abbreviation and it also consisted of 6 categories of meaning based on the definition made by car service center. The meanings are 9 items: that the registers are narrower than the real meaning; 9 items that the registers are real meaning than some feature; 4 items that

the real meanings of registers are the same with real meaning, 9 registers meaning or real with the real with the real meaning; and 9 registers do not have the real meaning, those are:

(1) The register meaning and the real meaning of the same word could share some features of meaning.

(2) The register meaning and the real meaning of the same word could be identical to each other, but used in different context.

(3) The register meaning and the real meaning of a word could be quite different.

(4) The register meaning does not have the real meaning.

In similar vein, Budhiono (2001) investigated registers used in National Basket Ball Association (NBA) Games in US of America. In this analysis, he found that generally registers used in the NBA games are in form of word or phrase. This means that each register is used to represent one event that happened in either the games or the NBA in general.

The fourth researcher is Riana Hardiyanti Setyoningsih (2001) with her research entitled "A DESCRIPTIVE ANALYSIS OF ENGLISH REGISTER USED BY DRUG CONSUMERS IN SURAKARTA" her result are 23 words as abbreviation, 1 word as a acronym, 3 words as a clipped words, 1 phrase as a noun, 1 phrase as a adjective, 5 words as a hybrid of pronunciations and spelling (naturalization), 3 words that included as a metaphoric, 5 words as a denotative meaning and 4 words Indonesian language.

From the previous researches, the first thing that differentiates this research from the previous researches is the data. Considering the above researchers, it is clear

that the registers used in port divisions have not been yet conducted. Besides, the researcher in this research analyzes the form and the meaning of port register compared to the real meaning. This topic is interesting to study and useful to enrich the previous research about register. Therefore, there is no need to argue about the originality of this research paper. The writer is really sure that this study has not been analyzed yet. Therefore, the writer is interested in making the register used in "Tanjung Emas" Port and to continue the previous research on register.

C. Problem Statement

Based on the background above, the writer formulates the problems as follow:

1. What are the forms of register used in the ticketing division?

2. What are the meanings of register used in the ticketing division?

3. What are the functions of registers used in the ticketing division?

D. The Objective of the Study

Based on the formulation of the problems mentioned above, the aims of the research are:

1. To describe the forms register used in the ticketing division.

2. To reveal the meaning of register used in the ticketing division.

3. To identify the function of register used in the ticketing division.

E. Limitation of the Study

In order to make this research feasible, the writer here wants to limit the study of register used in ticketing division at Tanjung Emas. The study focuses only on the English used by ticketing division at Tanjung Emas.

F. The Benefit of the Study

After finishing this research the writer hopes that this research has practical and academic benefits.

Practical benefit:

1. The reader will have a new knowledge that is not given in a formal education particularly about register used in ticketing division.

2.   This study gives students a clear description about the meaning of each register used.

Academic benefit:

This study may increase many vocabularies that has specific meaning that are included in a part of linguistics study.

G. Research Paper Organization

In order to have guidance for either the writer on writing the research paper or readers in reading the whole contents of the research paper, the writer sets up the order of the research paper as follows:

Chapter I is Introduction; which consists of background of the study, the previous studies, problem statement, the objective of the study, the benefit of the study, and research paper organization.

Chapter II is Underlying Theory. In this chapter the writer presents the theories related to this study. It has relation to the Notion of Sociolinguistics, Notion of language varieties, Notion of Register, and Context of Situations.

Chapter III is research method. This chapter deals with the research method covering of research type, subject of the study, source of data, method of collecting data, and technique of data analysis.

Chapter IV is the result of the research. In this chapter, the write presents the data analysis, and discussion of finding.

Chapter V is conclusion and suggestion. It contains the conclusion of the research and the analysis of the writer related to the result of the research and suggestion