REGISTER USED BY EMPLOYEES OF PT. PADMA SOODE INDONESIA

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Abstract

This research is aimed to analyse the register used by employees of PT. Padma Soode Indonesia. The research questions are "What are the linguistic forms of register used by employees of PT. Padma Soode Indonesia?", "What are the meanings of register used by employees of PT. Padma Soode Indonesia?", and "What are the functions of register used by employees of PT. Padma Soode Indonesia?" Descriptive qualitative method is used in this research with observation, interview and documentations as the data collection techniques. The source of data is person of HRD, five supervisors, and

employees in stamping, assembly, machining, tooling, and injection divisions of PT. Padma Soode Indonesia. The steps of data analysis in this research are data reduction, data display, conclusions drawing, and verification. The findings of the data analysis show 14 registers for verb, 51 registers for noun, 7 registers for adjective, 7 registers for compounding, 1 registers for acronym, 2 registers for clipping, 25 registers for abbreviation, 1 registers for verb phrase, 9 registers for noun phrase, and 3 registers for adjective phrase. The function of register used by employee of PT. Padma Soode Indonesia is deliberative. It is to attract more viewers from any kinds of social background and age or to make all of the readers from any kinds of occupations and age able to understand the message. Each of these forms is classified into several categories based of the form word. It includes the registers used by employees of PT. Padma Soode Indonesia during their work hours, such as on production result, meeting, and customer complaints.

Keywords: register, employee, PT. Padma Soode Indonesia

A. Introduction

Language plays role in a great part of our life. It is used for transmitting information. As social beings, the people interact naturally with the other people. They can express what they want, they need, and they feel. Language is not only a means to communicate information, but also as a very important means to establish good relationships with others in the community (Trudgill, 2000: 1). In addition, the language is used to indicate the identity of its users.

The relationship between language and society can be learned in Sociolinguistics. Wardhaugh (2006:

13) states that Sociolinguistics concerns with investigating the relationships between language and society with the goal being a better understanding of the structure of language and of how languages function in communication. The above definition can be concluded that language and society are so closely related.

A group of words that relate to particular social and occupational society has its own characteristics. According to Trudgill (2000: 82), registers are an example of a particular kind of language being produced by a particular kind of social context. Registers are usually characterized entirely, or almost so, by vocabulary differences either by the use of particular words, or by the use of words in a particular sense. The language of employee of PT. Padma Soode Indonesia is not the same as the language of medicine, law, auctioneers, race-callers and sports commentators or journalism. It has a different language usage entirely because employees use their own kind of register.

Effective communication is critical for employee engagement to be successful. Much of the concept of employee engagement is based on creating and maintaining honest, timely, and interactive communications between different levels of the organization. Without effective communication, the concept of employee engagement cannot be successful. There are many terms used by the employee community. They have particular meanings and functions in their communication. They use the term to facilitate communication among employees.

In its development, PT. Padma Soode Indonesia will always be taking into account the aspects and environmental impacts that result from the whole production business activities. With good

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management and hard work as well support from customers then facilities, capacity and human resources can grow rapidly. This can make PT. Padma Soode Indonesia grow and develop amid increasingly fierce competition in order to win the global market.

There are so many concrete examples of register used by employees of PT. Padma Soode Indonesia. They use specific language to make them easier in conveying the message, and also to make interaction more effective and efficient. Thus, this research focuses on the use of particular words, the meaning and the function. Besides, register used by employees of PT. Padma Soode Indonesia is one of the developing languages for the creativity of the language users.

B. Literature Review

This part explores theories about the definition of register, the factors that affect register, the kinds of register, the functions of register, and the forms of register.

1. The Definition of Register

Register is describing the specific vocabulary associated with different occupational group (Holmes, 2001: 246). It shows that register is a set of special language items which is performed by certain group of people with the same professional background.

Ferguson in Biber (2009: 23) argues that register variation, in which language structure varies in accordance with the occasions of use, is all-pervasive in human language. The use of the register is recognized by the communicative situation: participants, setting, and function.

According to Biber and Conrad (2009: 31), register is a language variety associated with

both a particular situation of use and with pervasive linguistic features that serve important function within situation of use. Every register has different meaning and rules in any occupation. For that reason, vocabularies are used by a group of people automatically different from vocabulary from other group or community. Some groups of people always use set of meaning that derive from words and or structures in expressing something and it will only be understood by themselves.

According to Wardhaugh (2006: 52), registers are sets of language items associated with discrete occupational or social groups like surgeons, airline pilots, bank managers, sales clerks, jazz fans, aviation language, journalese, legalese, literary language, religious language, financers, politicians and sports commentators. They have their own specialized words of their terms used in their communication. It can be concluded that they have a register.

The concept of register is typically concerned with variation in language conditioned by uses rather than users. Its study will entail among other thing of the situation or context of use, the purpose, content of the message, and the relationship between participants (Romaine, 2000: 21).

2. The Factors that Affect Register

According to Halliday in Lewandowski (2010: 71), every register is determined by three controlling variables: field, mode, and tenor. Field involves the setting in which communication takes place, and includes the purpose and subject matter or topic of the communication process. Mode refers to the

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channel or medium of communication; in other words, the choice between speech and writing. Finally, tenor indicates the relationship between the speaker and the addressee.

Halliday in Hudson (2009: 46) distinguishes three general types or factor of dimension that affect register:

a. Field

Field is concerned with the purpose and subject matter of the communication. It is concerned with the subject of conversation or discourse matters, as particular situations call for particular kinds of vocabulary, mood etc. These variations are often called jargon, but are sometimes simply the form of a particular profession. For instance, priests use liturgical language, lawyers use 'legalese', philosophers use the language of subjectivity or rationality, while programmers have their own lexicon.

b. Mode

Mode refers to the means by which communication takes place, the medium of communication matters, such as whether it is spoken or written, and if either, on the level of formality or professionalism needed to be conveyed. For example, a professional presentation is different from a coffee shop conversation.

c. Tenor

Tenor depends on the relation between participant, the relationship between the speakers, such as when a student is talking to a teacher, an offender to a police officer, an office worker to a superior, or a parent to an infant (baby talk). Here register is generally a

marker of formality or intimacy, and commonly affects phonology, pragmatic rules, and accent.

3. The Kinds of Register

According to Halliday & Hasan (1989: 39-40), there are two kinds of register:

a. Closed Registers

They are a kind of register in which there is no scope for individually, or for creativity. For example, consider the international language of the air, which air crews have to learn in order to act as pilots and navigators on the international air route. They have to communicate with ground control, they have to use a fixed language in which to do so, and they have to keep the total messages within a certain range. They will not start discussing the latest fashions, or anything of that kind. More example, such as restricted language include (verbal routines in games), language for special purpose (weather reporting), technical institutional and other, "strategized" forms of interaction (classroom discourse).

b. More Open Registers

We can recognize the language of minor documents like tickets and official forms. The English speaking countries has a special register for verse on greeting cards, which are sent to people on their birthday or rather personal occasions. They are probably written by computer. Another example of more open registers these are the registers of headlines and of recipes still more open-ended, the registers of technical instructions, and of legal document. Then there are

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various transactional registers, like those of buying and selling at an auction, in a shop, or in market and the register of communication between doctor and patient.

4. The Functions of Register

The function of register on communication can simplify the process of communication among the communicators because they have their own words about certain terms. According to Pateda (1987: 65), the functions of register are casual, deliberate, consultative, oratorical, and intimate.

a. Deliberative (Formal)

Deliberative (formal) is aimed to the listener to enlarge conversation consciously. When a speaker uses a formal language, it will make his or her speaking will be adjusted to all of the audience, whether they are children or adult, businessman or housewife.

b. Casual

When people talk to their partner then they use casual language, it is used to omit any obstacles in communication of them. It will be easier for them to talk each other in casual way, in order to get closer and understand the messages of the conversation.

c. Consultative

Consultative takes place in trading transaction where dialogue occurs because people need approval between the two.

d. Oratorical (Frozen)

Oratorical register is used by professional speaker to attract the listener to what they are talking about. The jargons used in this type of register sometimes have

special characteristics with the other speaking. For example is the phrase *"Ladies and gentlemen,"* in the speeches.

e. Intimate

Intimate is used in family scope. The language used intimately by a father and his son is one of the examples of this type. *"Honey, how is your school today?"* The conversation in this context is more intimate and makes the relationship between them become more familiar.

5. The Forms of Register

The form of register can be classified into several kinds of parts of speech and according to the word formation. They consist of various vocabularies which are arranged to be a complete language.

a. Types of Words Based on Part of Speech

According to Eastwood (2008: 2), there are eight word classes in English. Sometimes they are called "parts of speech". Those word classes are:

1) Verb: *be, bring, decide, decide, look, must, take, write.*
2) Noun: *car, dog, idea, London, sadness, time.*
3) Adjective: *big, different, high, natural.*
4) Adverb: *badly, often, probably, soon.*
5) Determiner: *a, every, my, the, this.*
6) Pronoun: *him, myself, something, you.*
7) Conjunction: *and, because, but, if.*
8) Preposition: *at, by, to, with.*

b. Types of Words Based on the Word Formation

The forms of register are also derived from the word formation such as coinage,

borrowing, compounding, acronyms, blending, clipping, and abbreviation.

1) Coinage

Coinage is one of the least common processes of word formation in English that is, the invention of totally new terms (Yule, 2010: 53). The most typical sources are invented trade names for commercial products that become general terms for any version of that product. For examples are aspirin, nylon, Vaseline, and zipper.

2) Borrowing

According to Yule (2010: 54), borrowing is a process of taking words from other languages the English. For instance, language has adopted a vast number of words from other languages, piano (Italian), sofa (Arabic), tattoo (Tahitian), tycoon (Japanese), yogurt (Turkish).

3) Compounding

Compounding is process of combining of two or more independent words (Yule, 2010: 55). Common English compounds are bookcase, fingerprint, textbook, and wallpaper. All these examples are nouns, but we can also create compound adjectives (good-looking, low-paid) and compounds of adjective (fast) plus noun (food) as in a fast-food restaurant or a full-time job.

4) Acronyms

According to Yule (2010: 58), new words formed from the initial letters of a set of other words are acronyms,

where the pronunciation consists of saying each separate letter. More typically, acronyms are pronounced as new single words, as in NATO, NASA or UNESCO.

5) Blending

The combination of two separate forms to produce a single new term is also present in the process called blending (Thornbury, 2002: 5). The examples are brunch (comes from breakfast and lunch), motel (comes from motor and hotel), and telecast (comes from television and broadcast).

6) Clipping

According to Thornbury (2002: 5), clipping is the process of getting new words by shortening or clipping longer words. It occurs when a word of more than one syllable is reduced to a shorter form. For instance, facsimile is reduced to a shorter form fax. Other common examples are ad (advertisement), bra (brassiere), cab (cabriolet), and flu (influenza).

7) Abbreviation

Abbreviation is the process of shortened form of a word or phrase (Thornbury, 2002: 5). It most commonly formed by taking initial letters of multiword sequences to make up a new word. The examples are BA (Bachelor of Arts), DC (District of Columbia), and EC (European Community).

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c. Phrase

According to Eastwood (2008: 2-3) there are several kinds of phrase are:

1) Verb Phrase

A verb phrase has an ordinary verb. There can also be one or more auxiliaries in front of the ordinary verb, for examples: was, arrives, can see, do not know, have been thinking.

2) Noun Phrase

A noun phrase has a noun. There can also be an adjective or a determiner of degree in front of the noun, for examples: music, some money, a good game.

3) Adjective Phrase

An adjective phrase has an adjective. There can also be an adverb of degree in front of the adjective. For examples: great, very old, the most ridiculous.

4) Adverb Phrase

An adverb phrase has an adverb. There can be an adverb of degree in front of the adverb, for examples: sometimes, very carefully.

5) Prepositional Phrase

A prepositional phrase is a preposition + noun phrase, for examples: on the road, by Friday, for a long time.

C. Method of Investigation

This kind of the research is a descriptive qualitative. It is used in collecting data, analysing the data, and presenting the findings. The sources of data are collected from the spoken and written sources that

are register used by employees of PT. Padma Soode Indonesia. By using the certain criterion, then the sample is taken from the source of data. The factors include linguistic factors, such as part of speech, word formation, and phrase.

The data are collected by observation, interview, and documentation to the employees of PT. Padma Soode Indonesia in five divisions (stamping, injection, machining, assembly, and tooling divisions) to get register used by them during their working hours. It becomes the basis for furthers steps of the study. Then, the next of the register used by Employees of PT. Padma Soode Indonesia is breaking down into the terms, meaning, and function.

In analyzing the data, each of terms is analysed by using the Eastwood, Yule, Thornbury theory. In this way, the register used by employees of PT. Padma Soode Indonesia is classified into several kinds of parts of speech and according to the word formation. The display of the data uses the table to classify the data according to the forms of register and the meaning. Finally, register used by employees of PT. Padma Soode Indonesia includes their forms, their functions and their meanings, and verify the accuracy based on theory.

D. Findings and Discussion

It will be discussed further about the forms, the meanings, and the functions of register used by employees of PT. Padma Soode Indonesia.

1. The Linguistic Forms Used by Employees of PT. Padma Soode Indonesia

Employees of PT. Padma Soode Indonesia in stamping division show that there are registers in the form of part of speech and word formation. There are three types of part of speech such as,

verb, noun, and adjective. Meanwhile, the writers only find one in the form of word formation namely abbreviation. There are 15 employees in the stamping division. 5 employees are active in conveying the English term in the form of part of speech namely noun and also acronym. 8 employees are expert at mentioning the terms. It is heard clearly. It is in verb form and 8 employees master the English term in adjective form. 15 employees in the stamping production area are very familiar with the English term in the form of abbreviation. Then, there are 4 employees who speak clearly and actively use the English form in verb phrase.

There are 4 employees of PT. Padma Soode Indonesia in machining who master the English term in the form of noun and there are 10 employees who master in adjective form. There are 4 employees who are active and fluently use the English terms in the form of clipping. Then, there are 10 employees who speak clearly and actively the English term in abbreviation form. There are 2 employees who master the English term in the form of noun phrases with good assessment. Finally, there are 5 employees who speak actively in the term of adjective phrase. Most of them are very good at conveying and speaking these English terms during working hours.

10 employees of PT. Padma Soode Indonesia in assembly division also master the English language term in the form of noun. They say very well and they are active in communicating with other employees. There are 5 employees who are also active in conveying the English term in adjective form. 10 employees are

very fluent in speaking English terms in the form of abbreviation. Based on the data, there are three parts of speech such as verb, noun, and adjective. Based on word formation, the writers find one, namely abbreviation. They not only pronounce the register clearly but they also actively use the register during their working hours. Thus, they are more familiar with the form of abbreviation than when saying in verb, noun or adjective form.

In tooling division, there are 2 employees who are very active in using the English term. It is the form of part of speech that is verb. Then, there is only one person who use the English term in the form of word formation namely abbreviation, although they very fluently use the term.

For employees of PT. Padma Soode Indonesia in injection division, there is part of speech like noun. Then, there is word formation that is compounding and last, there is phrase form that is noun phrase. There are 5 employees who use the English quite well. Sometime, they are not very clear when using the English term, especially in the form of noun. However, there are 3 employees who are saying and conveying the English language terms well in the form of compounding. In the term of noun phrase, there are 10 employees who often use in their activities not only in the area of production but at the time of meeting. It is also very clear and easy understood.

Those kinds of the categories identifying the forms of register used by employees of PT. Padma Soode Indonesia are verb, noun, adjective, compounding, acronym, clipping, abbreviation, verb phrase, noun phrase, and adjective phrase.

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The detail numbers of each of them are 14 registers for verb, 51 registers for noun, 7 registers for adjective, 7 registers for compounding, 1 registers for acronym, 2 registers for clipping, 25 registers for abbreviation, 1 registers for verb phrase, 9 registers for noun phrase and 3 registers for adjective phrase.

2. The Meanings of Register Used by Employees of PT. Padma Soode Indonesia

The English terms are problematic products, such as rusty, dirty, burry and so on. They show the results of checking to their leader. From their conversations, the meaning of the register is described clearly and easily to understand. It is involved in activities in each division. The register is many found in the production area in stamping and assembly. It is used by employees to convey problems of the product to their leaders.

Many registers are found especially regarding problems that occur in the resulting product, for examples: QC (Quality Control) PPIC (Production Planning Inventory Control) and other, because all employees deal directly with those who handle problems. This is an important thing for the production activities to run well and smoothly.

The register used by employees of PT. Padma Soode Indonesia is closely related to the world of electronics and automotive. The register that is often used is such as *NG* or *Not Good*, *NC* or *Non Conformity* and *QC* or *Quality Control*. It is spoken by almost all employees during working hours, because it is related to production. For example of *NG* or *Not Good*, it is a product that is not in accordance with the specifications

both visually and dimensions. In any company, every obstacle is always found. No wonder, if register used by employees of PT. Padma Soode Indonesia is related to product quality.

It is produced by the employees to fulfill their communication. As stated by employees, it is not possible to describe the word "Not Good". They have agreed to say "NG", because words to describe the meaning of the word "No Good" are too long and employees also have limited time to explain. Therefore, it would not cause miscommunication or misunderstanding in interpreting a form of language registers done by employees, because the participants or the entire PT. Padma Soode group have a common understanding of what is said by employees in their activities. Besides, this is done by employees in order to create effectiveness in communication especially in their activities.

3. The Functions of Registers Used by Employees of PT. Padma Soode Indonesia

The English term is important to be used for all employees in PT. Padma Soode Indonesia, because it is related to the progress of the company where customers are not only from Indonesia but also from abroad. The functions of English term that are used for Employees of PT. Padma Soode Indonesia are: first is as a means of facilitating direct contact with customers. Second, it is related to shipping or customer complaints and related to the product problem. Not only that, it is used much more easily in their activities during working hours.

The English terms are always used by employees of PT. Padma Soode Indonesia for meeting time. Moreover, English is used in PT.

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Padma Soode as standard language. It is also used in order to the production process running well according to the company's expectations. The employees of PT. Padma Soode Indonesia assume the same. Each message is conveyed well. In addition, they use it, because it is a company rule that must be used. In addition, It is important to be used by employees of PT. Padma Soode Indonesia for communication with customers. They are also required to use it because every other company use English terms.

The English term is very influential on work standards, the quality of their work, the quality of products and it makes easier for them to relate to other employees to facilitate them in communication during working. Moreover, it is used for all products that do not include standardization. Therefore, all employees must understand every English term in PT. Padma Soode Indonesia. It is related to the progress of the company. It is also used for interaction with other employees who collaborate with PT. Padma Soode Indonesia. Consequently, each division must understand every English term in PT. Padma Soode Indonesia.

From the side of the function of the registers, they are divided into five: deliberative or formal, casual, consultative, frozen or oratorical, and intimate. The writers find deliberative function of register used by employees of PT. Padma Soode Indonesia.

Deliberative is the function of register in order to make the conversation more formal. This is used to attract more viewers from any kinds of social background and age or to make all of the readers from any kinds of occupations and age

able to understand the message. The English terms are the registers that are identified as deliberative registers. It means that those words are common words used by employees of PT. Padma Soode Indonesia that can also be used in any occasion and condition. The registers mentioned are as a form of two-way communication. It is interesting since some of the terms used are not common used in the daily activities. The readers should understand the context to know the meaning.

E. Conclusion

In this research, the registers that are used by employees of PT. Padma Soode Indonesia are 120 items. It consists of single words and phrases. Here, some words are categorized as new words that have not been included in the dictionary. It is found that the people tend to make new terms in explaining what they are talking about in order to make the conversation simpler.

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