

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Nowadays, variations of a language which are used between people and even some groups of people are extremely increasing. The variety of a language is not only found in some communities, but they are also found in some groups of people with a particular occupations. In addition, occupational group exists when people are doing the same kind of work and communicating with each other to share the same purpose or even language. In fact, some groups made their own varieties of a language in order to show to other people, which groups they are belonging to and what kind of occupations that they are working at. Since people are able to distinguish the groups based on the varieties of a language used, at the end the identity of the groups is built and memorized in people's mind. The examples of groups can be distinguished from the professions such as doctors, fashion designers, mechanics, barista, and same others. Thus, they may share both particular set of vocabulary and grammatical conventions, as well as speech style and also norms for how and when to speak in a particular way. This variety of a language is commonly called as register(Wardhaugh 2010).

According to Wardhaugh(2010)register is a set of language items associated with discrete occupational or social groups. Besides, the term register is also described as the language used by groups of people with common interest or jobs, or

the language used in a particular situation associated with such groups (Holmes 2013, 262). Indeed, the language used by the members of the groups is functioned to build a good communication, so the information will be well received and easier to be understood by the members. Furthermore, the use of register is initially developed from the desire to get the efficiency, smoothness, and quick communication between people who share the same field, experience, and purpose (Holmes 2013). Some groups that commonly use register are sports commentators, journalists, surgeons, sales clerks, politicians, etc (Holmes 2013). In fact, most of the register may be difficult for the outsider to understand because the use of the register is based on the context. For example, when pilots and engineers as colleagues are working together at ramp area, they use the register as aviation terms whose meanings cannot easily be found in a dictionary by the outsider because the meaning can be found only by understanding the context. According to Holmes (2013) each register has its own specialized vocabularies and characteristics (lexically, syntactically and phonologically) which distinguish one group's communication from other groups' communication.

One of the most important professions in aviation is pilots which are known as highly trained profession who fly airplanes or helicopters to carry out a wide variety of tasks. In some large aircrafts, they have an important crew member which is known as engineers who assist the pilots by monitoring and operating many of the instruments and systems, take the responsibility during flight repairs and watch for

other crafts. Thus, pilots and engineers work together and communicate with each other. (Solis and Hall 2010, 787)

During their conversations, ramp area is a place where the communication between pilots and engineers are mostly happen. Besides, English is used as the main language and plays the dominant role of the communication. Besides, the language used in aviation is derived from English, so English in aviation is the lingua franca. It is such an interesting case of language to be analyzed because both pilots and engineers are using English as their main language, but the utterances which appear seem quite different from the Standard English language in everyday conversation because the vocabulary, morphology and the syntax have been modified by the user. The important thing of why pilots and engineers need to communicate with each other is because they are in charge to handle aircraft from different positions and expertise. Thus, both jobs, pilots and engineers, will go well, for instance, if an aircraft 'breaks', the pilot needs to tell an engineer so it can be 'repaired'.

However, there are two types of maintenance on aircraft which are scheduled maintenance and unscheduled maintenance. As scheduled maintenance takes place in a hangar, the engineers that are working in this place are generally only interacting with other maintenance personnel. On the other hands, unscheduled maintenance generally takes place in two places which are "remote gate" and "ramp area". If the airplane has been declared that it is broken (or it is usually called as "AOG" *Aircraft On Ground*) then the airplane should be transferred to the "remote gate" which is an area away from the drop off area. While "ramp area" is an area where the airplane is

parked or it is called as drop off area. The reason of why an aircraft is not taken directly to the airline's maintenance base in hangar is because unscheduled maintenance tends to have limited time than the on-going nature of the scheduled maintenance inspections. However, some scheduled maintenance is also conducted on aircraft in the ramp area, but these checks are much shorter in length and generally associated with inspection requirements while the aircraft is in service such as transit or post-arrival checks or pre-departure checks. Accordingly, there are three places on maintenance services which are divided based on the length of time, and the places are hangar, "remote gate", and "ramp area".

There are many airlines service companies in Juanda International Airport and one of them is PT. Jas Aero Engineering Services. In PT JAS Aero Engineering Services, some engineers are working to handle several international aircraft either it is scheduled maintenance or unscheduled maintenance and they are working with all pilots that come from different countries because this company provides line maintenance and technical ramp handling services which include certification, defect rectification, Ground Support Equipment (GSE), and other supplementary services to more than 40 airlines from Europe, USA, Middle East, Australia, and Asia at 17 airports in Indonesia including Juanda International Airport. The example when they are on duty is whenever an airliner dispatches from the gate at an airport, the engineer is in charge for the pushback and engine start is plugged into the aircraft intercom system so he or she can communicate with the pilot during the procedure. While doing that procedure, the conversations happen when they are on the "ramp area"

because this kind of maintenance is considered as the scheduled one which is inspection requirements while the aircraft is in service such as post-arrival checks or pre-departure check.

The communication between pilots and engineers happen while the pilots are in the cockpit and the engineers are on the ground. They are connected through headset and speaker. Under such circumstances, the register is applied on their conversation to start the duty. One example of the duty is when the pilots are in command with the engineers on the arrival of the aircraft at “terminal gate” of Juanda International Airport; the linguistic features such as technical terms are used. The example of the use of the technical terms is when an engineer says “ground to cockpit”. People might think that the meaning of “ground to cockpit” is a kind of comment to ask people who are at the ground should go to the cockpit or maybe they have another different meaning. Interestingly, the feature found in this register is not only vocabulary, but also morphology and syntax, for example, “brakes release” and “ready for pushback facing to west”. They are stated in English, but the patterns or the structures have been modified. Furthermore, the language meanings also would be different according to who, where, and what topic that they are talking about and those are considered as social factors. This is in line with what have been stated by Holmes (2013) that, varieties of a language can exist if there is a set of linguistic form developed by social factors such as settings, participants, functions, and topics.

Actually, the importance of communication between pilots and engineers goes beyond merely transferring information. Effective communication is cited as being

critical in order to allow flight crew to share a common understanding or ‘mental model’ of events which take place during flight (Sexton, Thomas and Helmreich 2000). Therefore, the communication between pilots and engineers are being critical since they have to communicate effectively to make a right decision towards the aircraft and take the responsibility to handle several task including the passengers. Thus, there should be no miscommunications and both pilots and engineers cannot be replaced with another flight crew even though they are in the same field, but still they are not the experts on that duty. Consequently, the language used by pilots and engineers is restricted for the other flight crew.

Several studies have been conducted by researchers related to the register used in the occupational groups such as Ambarsari(2016) analyzed the register used by doctors and nurses at hospital, Hutahaean(2016) analyzed the register used in auto repair shop, and Nurani (2014) analyzed the register used by petroleum engineers. Evidently, both the linguistic features found in the hospital and auto repair shop are vocabulary and morphology features. Meanwhile the register used by petroleum engineer found the linguistic forms in the register and linguistic features which is viewed from aspect field, tenor, and mode. Moreover, some researchers of register in some occupational groups are mostly found two features which are vocabulary and morphology features. On the other hand, the register which is viewed from the aspect of field, tenor, and mode is different from the other two researchers because she used another type in analyzing the register purposed by Halliday.

However, this recent study focuses on register used by pilots and engineers. The linguistic features are not only found in two features but pilots and engineers use three features while communicating. The three features are vocabulary, morphology, and syntax. Besides, this study does not view the features from the aspect of field, tenor, and mode. Therefore, this study is different from the previous studies that have been mentioned.

All in all, this study is important to be conducted especially in the study of register because the communication between pilots and engineers are being critical since they have to take the responsibility towards the airplane and the language used by them show different varieties of a language, therefore the language used can be distinguished with other profession groups. It can be seen from the use of some features such as vocabulary, morphology, and syntax. Those features have been modified by the user. Another reason is, even though the conversations happen in a short time, but they still can communicate effectively because of the language used. Therefore, this study considers analyzing the vocabulary, morphology and syntax features found in the register from the conversation that happens between pilots and engineers at “ramp area” in Juanda International Airport Surabaya under the company of PT. JAS Aero Engineering Services. The analysis of the study suits Holmes (2013) theory for the register. Radford’s (2006) theory of syntax is applied to analyze the syntactic patterns. Carstairs-McCarthy (2002) theory for vocabulary and Lieber’s (2009) theory is applied to analyze the morphological features.

1.2 Statement of the Problems

Based on the background of the study, the writer formulates two research questions:

1. What are the linguistic features of the register used by pilots and engineers at “ramp area” in Juanda International Airport?
2. How the linguistic features of the register are used by pilots and engineers at “ramp area” in Juanda International Airport?

1.3 Objectives of the Study

Based on the research questions posed, the objectives of this study are:

1. To identify the linguistic features of the register used by pilots and engineers at “ramp area” in Juanda International Airport.
2. To describe how the linguistic features of the register used by pilots and engineers at “ramp area” in Juanda International Airport.

1.4 Significance of the Study

This study is expected to contribute in sociolinguistics studies of language varieties, especially register and this study also expected to enrich the register research by identifying different occupational group. Furthermore, this study is created to give broader knowledge about the variety of language to people who do not understand the terms used between pilots and engineers during the duty. Hopefully, this register study might be useful for English department students who take

linguistics major as their references in order to enrich their understanding towards register or varieties of a language used by pilots and engineers by identifying the linguistic features such as vocabulary, morphology, and syntax which are found. Besides, this study is aimed to contribute to vocabulary, morphology, and syntax since the focus of this study is on the technical words, words formation, and grammar. On further signification, this study is conducted to inspire researchers to conduct further research especially on vocabulary, morphological, and syntactical features of register.

1.5 Definition of Key Terms

This part explains some definitions of important terms used in this study which are stated as follows:

Register: This term describes the language used by groups of people with common interest or jobs, or the language used in a situational associated with such groups (Holmes, 262).

PT. Jas Aero Engineering Services: A company providing Line Maintenance and technical Ramp Handling Services which include certification, Defect Rectification, Ground Support Equipment (GSE), and other supplementary services to more than 40 airlines from Europe, USA, Middle East, Australia,

and Asia at 17 airports in Indonesia (PT JAS Aero-Engineering Services 2018).

- Vocabulary:** Words as the basic building blocks of language and the units of meaning from which larger structures are formed (Read 2000)
- Ramp area:** Areas on the Airport which intended to accommodate aircraft for purposes of loading or unloading passenger or cargo, refueling, parking, or maintenance (Jackson 2016).
- Morphological features:** Is the study of word formation, including the ways new words are coined in the languages of the world (Lieber 2009)
- Syntactic features:** Word-order properties relating to the positions they can occupy within sentences (Radford, *Minimalist Syntax Revisited* 2006).
- Social Factors:** Several components such as participants, setting, topic, and function which are relevant in any particular context and reflect the influence on language choice (Holmes 2013).