

CHAPTER IV

CONCLUSION AND SUGGESTION

IV.1 Conclusion

In many experimental studies on language behaviors, it is proven that how people react to a different language or different speech community seems to be individual and impermanent as it merely takes place during conversation. This reaction could be primarily in two ways. Firstly, in certain situations, there is a time in which an individual displays compromising behavior toward the different language variety he is exposed to. Usually, it is supported by the fact that an individual makes an attempt to understand well or converge with the language of his interlocutor. In some other circumstances, however, an individual may also demonstrate the opposite behavior particularly when they meet a new language that doesn't share the same regular use of linguistic items as what his language does.

Radio-paging operators who always engaged in conversations with their customers are quite possible to have these behaviors. It is due to the fact that besides being always engaged in conversation, they also confront various languages such as Indonesian, English, etc. during their working time. Thus, this study is held in order to find out whether or not the language behavior of radio-paging operators in Surabaya toward a certain language of messages, in this case Indonesian, is the same as that one toward English ones.

The result of the analysis indicates that in general, the convergent behavior of radio-paging operators in Surabaya toward the Indonesian messages is not the same as that one toward the English messages for the difference is very significant. Operators merely tend to converge strongly with messages in Indonesian language as they understood well and transformed almost all messages precisely. Dealing with various Indonesian vocabularies dictated by customers, operators are quite able to type them precisely even though they still have a tendency to make mistakes in certain cases. This mistake emerges particularly when they deal with words having somewhat similar pronunciation and spelling in Indonesian and English versions. The fact that operators have an upward tendency to converge strongly with Indonesian messages is not surprising because Indonesian is their national language. Concerning the level of convergence they have toward these messages, there is no certain station that is better than others are since all stations have the same level of convergence. On the contrary, toward messages in English language, their language behavior tends to be divergent because many times they misunderstood the messages and therefore, transformed them imprecisely. Compared with their behaviors toward the Indonesian messages, their divergent behavior toward the English ones is not remarkable since English is not indeed their own language and many linguistic items of English are not very familiar.

The mistakes radio-paging operators made in transforming the Indonesian messages usually deal with their confusion in choosing which one is the correct spelling of word in Indonesian version. Typically, it happens when radio-paging

operators meet certain English words that have their versions in Indonesian. Meanwhile, the impreciseness they made in transforming the English messages commonly arises due to their lack of grammatical competence and mastery of vocabulary. Concerning their lack of grammatical competence, radio-paging operators in Surabaya tend to make mistakes when they deal with past tense and past participle forms of verb. Generally, they choose the infinitive form of verb for its past or past participle forms. Besides, they also have a great tendency to make mistakes dealing with plural forms of nouns. In term of this, most operators carelessly choose the singular form of noun for certain determiners such as *some*, *many*, *a few*, etc. Logically, as what they had already had from High School, they should choose the plural form of noun instead of the singular one for these determiners. Further, operators also tend to make errors in agreement of subject and predicate. One obvious example is that they often forget to attach the suffix 's' to the infinitive in the verb phrase of the present singular third person. In the meantime, in term of their mastery of vocabulary, operators of radio-paging stations mostly master English vocabulary slightly. They will be able to spell every word in a sentence correctly and therefore, transform the English message precisely only if they feel very familiar with the words. However, if they meet some words that are not quite familiar, they will tend to misspell them and as a consequence, transform the whole message imprecisely. Moreover, radio-paging operators tend to get confused in choosing which word is the correct form of verb and which one is the correct form of noun, particularly for words having similar spelling.

In addition to that, concerning the level of convergence they have toward English messages, in general, it is Starco that has the highest one as its operators could transform 66% of these messages precisely. On the next position, it is Skytel having a lower level of convergence than Starco's is. Operators of this station, in general, were able to transform 50% of English messages accurately. Next, Easycall & Telepage and Metrotel occupy the later rank, as their operators were able to transform 40% of these messages correctly. On the fourth position, Nusapage has a lower level of convergence than previous stations' are, since its operators could transform 36% of English messages precisely. On the later rank, there are two stations having the same level of convergence toward these messages, namely Multipage and Starpage & Indolink. Operators of these stations were generally able to transform 25% of English messages accurately. Next, the sixth position is occupied by Personal because its operators could only transform 21% of these messages precisely. In general, eventually, the station having the lowest level of convergence toward English messages is Garco as operators of this station could merely transform 14% of these messages precisely.

IV.2 Suggestion

On the previous pages, we have found out that radio-paging operators in Surabaya actually have different linguistic behavior toward the language of the messages they receive. In responding messages using Indonesian language, the operators mostly converge strongly with them. In contrast, however, in responding messages using English language, operators do not converge strongly

with or even diverge from them. It is very common that they make many mistakes in transforming the English messages.

Recognizing many things related with radio-paging operators' behavior toward the language of messages they receive, the writer finally proposes some suggestions to the radio-paging station management and operators so that in the future they will be much masterful in handling both Indonesian messages and English ones. First of all, in requiring new operators, radio-paging station management must have fixed qualifications for language competence of the candidates especially in Indonesian and English. It is very important since this is the first determining way through which the station management can recruit qualified candidates. Secondly, they must hold training to their operators for mastering those two languages. This training is not merely held for new operators in a few days, yet it should be held every month or week so that all operators can discuss many recent problems they meet during receiving messages using those languages. For this training, the radio-paging station management should make a syllabus also in order to achieve mastery of Indonesian and English. In this syllabus, the radio-paging station management should give an emphasis on grammar and vocabulary, as these are common errors they deal with. Further, the station management must also hold a listening class for their operators during the training with the aim that operators will be masterful in listening comprehension as well. To achieve greater success in listening class, radio-paging station management may also hires native instructors so that their operators can get accustomed to native dialect. In short, regardless of the small frequency of

English messages they receive, radio-paging station management has to invest their money in improving the language competence and professionalism of their operators. Noticing how Starco achieve the highest level of convergence toward Indonesian and English messages does suggests that its decision to hold different lines for those messages does make them success in fulfilling its customers satisfaction. Based on this reason, the writer proposes that it will be much better for other stations if they also hold different lines for Indonesian and English messages as Starco does. Through this division, radio-paging stations could select and recruit qualified operators for each line and give them special training too. As a consequence, radio-paging operators could be also aware of certain job descriptions they have in giving customers satisfying and professional service.

In addition to that, radio-paging operators themselves must comprehend several things concerning grammatical rules in English. They must understand well the past tense and past participle forms of verb, plural forms of nouns, and agreement of subject and predicate since these are the common mistakes they deal with. Moreover, operators must achieve mastery of spelling words as well, especially English ones. By doing this, hopefully in the future the radio-paging station and its operators can be much better in transforming the messages and therefore, fulfill customers' satisfaction.

BIBLIOGRAPHY