

## ABSTRACT

In certain social interactions, there may exist a time in which an individual shows overt responses to different language variety he is exposed to. He may sometimes be accommodative, yet at the other time he may also demonstrate the opposite respond. Giles terms such behaviors as 'convergence' and 'divergence'.

Convergence and divergence exist between people engaged in conversation. These behaviors are not permanent and therefore, should be seen as individual rather than societal phenomena (Fasold, 1984: 3). Since these behaviors may happen in every individual, radio-paging operators who are always engaged in conversation with their customers during their working time may also have these behaviors.

How radio-paging operators react to different language of messages they receive, in this case Indonesian and English, seems to be interesting to observe. Whether their convergent behavior toward Indonesian messages the same as that of toward English messages is the primary concern in this study. Based on the findings, obviously radio-paging operators in Surabaya converge strongly with messages in Indonesian language. It can be seen from a very small number of mistakes they made in transforming the messages. In the meantime, in transforming messages in English language, radio-paging operators tend to make many mistakes and hereby, it is clear they do not converge with messages in English language as strongly as ones in Indonesian language. In other words, radio-paging operators in Surabaya show an upward tendency to diverge from messages in English language. In this study, therefore, the convergent behavior of radio-paging operators in Surabaya toward Indonesian messages is proven to be different from that one toward English messages.