

CHAPTER III

PRESENTATION AND ANALYSIS OF THE DATA

III.1 Presentation of the Data

In order to know the linguistic behavior of radio-paging operators in Surabaya toward the language of messages they receive, the data are presented by using two tables. The first one is for Indonesian messages, while the second one is for English messages.

III.1.1 The Behavior of Radio-paging Operators in Surabaya toward Indonesian Messages

III.1.1.1 The behavior of radio-paging operators in Surabaya toward simple-sentence Indonesian messages

The following table show the behavior of operators of 9 radio-paging stations in Surabaya toward simple-sentence Indonesian messages.

Table 1a

**The simple-sentence Indonesian messages
transformed by operators of all radio-paging stations in Surabaya**

No	Radio-paging station	The transformed simple-sentence Indonesian messages		Total
		Precise	Imprecise	
1	Easycall & Telepage	29	1	30
2	Garco	29	1	30
3	Metrotel	29	1	30
4	Multipage	29	1	30
5	Nusapage	29	1	30
6	Personal	29	1	30
7	Skytel	29	1	30
8	Starco	29	1	30
9	Starpag & Indolink	29	1	30

From that table above, it is clear that operators of 9 radio-paging stations in Surabaya transformed simple-sentence Indonesian messages somewhat precisely. In other words, operators of each station made such a little message that only one mistake appeared in the transformed messages. Going into details, the result are as follows: Easycall & Telepage, Garco, Metrotel, Multipage, Nusapage, Personal, Skytel, Starco, and Starpag & Indolink transformed 29 messages precisely and one imprecisely.

After knowing the behavior of radio-paging operators in Surabaya toward the simple-sentence Indonesian messages, it is necessary to see the reasons of judging those messages.

Table A1

The reasons of judging the transformed simple-sentence Indonesian messages

No	Radio-paging station	Mistake(s)				Total
		Zero	Grammatical	Spelling	Grammatical & Spelling	
1	EasyCALL & Telepage	29	-	1	-	30
2	Garco	29	-	1	-	30
3	Metrotel	29	-	1	-	30
4	Multipage	29	-	1	-	30
5	Nusapage	29	-	1	-	30
6	Personal	29	-	1	-	30
7	Skytel	29	-	1	-	30
8	Starco	29	-	1	-	30
9	Starpage & Indolink	29	-	1	-	30

From the previous table, we can find out that nearly all simple-sentence Indonesian messages have no mistake. One message that was transformed imprecisely has spelling error. Surprisingly, operators of all radio-paging stations made this error on the same sentence "Beberapa temanmu akan lulus pada bulan Pebruari". Generally, all operators spelt 'Pebruari' out with the initial F instead of P. From the result, it seems that operators tended to get confused in distinguishing which form was the correct version of Indonesian vocabulary.

III.1.1.2 The behavior of radio-paging operators in Surabaya toward compound-sentence Indonesian messages

Similarly, the behavior of radio-paging operators in Surabaya toward compound-sentence Indonesian messages is presented in the following table:

Table 1b

**The compound-sentence Indonesian messages
transformed by operators of all radio-paging stations in Surabaya**

No	Radio-paging station	The transformed compound-sentence Indonesian messages		Total
		Precise	Imprecise	
1	Easycall & Telepage	29	1	30
2	Garco	29	1	30
3	Metrotel	29	1	30
4	Multipage	29	1	30
5	Nusapage	29	1	30
6	Personal	29	1	30
7	Skytel	29	1	30
8	Starco	30	-	30
9	Starpag & Indolink	29	1	30

Looking at the preceding table, it is obvious that mostly compound-sentence Indonesian messages were transformed correctly. Unintentionally, the number of imprecise messages transformed by operators of some stations is just the same as that one of the previous category. In detail, Easycall & Telepage, Garco, Metrotel, Multipage, Nusapage, Personal, Skytel, and Starpage & Indolink transformed 29 compound-sentence Indonesian messages correctly and one incorrectly. In contrast, only Starco transformed all messages correctly.

After noticing the behavior of radio-paging operators in Surabaya toward the compound-sentence Indonesian messages, it is essential to see the reasons of judging the messages as well.

Table A2

The reasons of judging the transformed compound-sentence Indonesian messages

No	Radio-paging station	Mistake(s)				Total
		Zero	Grammatical	Spelling	Grammatical & Spelling	
1	Easycall & Telepage	29	-	1	-	30
2	Garco	29	-	1	-	30
3	Metrotel	29	-	1	-	30
4	Multipage	29	-	1	-	30
5	Nusapage	29	-	1	-	30
6	Personal	29	-	1	-	30
7	Skytel	29	-	1	-	30
8	Starco	30	-	-	-	30
9	Starpag & Indolink	29	-	1	-	30

From the table above, it is transparent that the mistake made by operators of 8 radio-paging stations in transforming the messages is related with spelling errors. Surprisingly, the impreciseness appeared in the same sentence, that is “Kamu tidak perlu menemui dan membujuknya untuk bergabung dengan grup kita.” Almost all operators had a tendency to type the word ‘grup’ by using the English version, ‘group’. In addition, Nusapage ridiculously also made another mistake by typing the word ‘enggak’ for ‘tidak’. Looking at this data, it seems that operators still had a problem in distinguishing which form was the correct version of Indonesian vocabulary.

III.1.1.3 The behavior of radio-paging operators in Surabaya toward complex-sentence Indonesian messages

In the same way, the behavior of operators in Surabaya toward complex-sentence Indonesian messages is presented in the table below:

Table 1c

The complex-sentence Indonesian messages transformed by operators of all radio-paging stations in Surabaya

No	Radio-paging station	The transformed complex-sentence Indonesian messages		Total
		Precise	Imprecise	
1	Easycall & Telepage	30	-	30
2	Garco	30	-	30
3	Metrotel	30	-	30
4	Multipage	30	-	30
5	Nusapage	30	-	30
6	Personal	30	-	30
7	Skytel	30	-	30
8	Starco	30	-	30
9	Starpage & Indolink	30	-	30

From the previous table, it is easy to see through that operators of all radio-paging stations transformed all complex-sentence Indonesian messages precisely. None of them made even such a little mistake in transforming these messages.

More essentially, the reasons for judging the messages are presented in the table below:

Table A3

The reasons of judging the transformed complex-sentence Indonesian messages

No	Radio-paging station	Mistake(s)			Total	
		Zero	Grammatical	Spelling		Grammatical & Spelling
1	Easycall & Telepage	30	-	-	-	30
2	Garco	30	-	-	-	30
3	Metrotel	30	-	-	-	30
4	Multipage	30	-	-	-	30
5	Nusapage	30	-	-	-	30
6	Personal	30	-	-	-	30
7	Skytel	30	-	-	-	30
8	Starco	30	-	-	-	30
9	Starpag & Indolink	30	-	-	-	30

Looking at the table above, it is clear that all operators of radio-paging stations in Surabaya made no mistake at all in transforming the complex-sentence Indonesian messages.

III.1.2 The Behavior of Radio-paging Operators in Surabaya toward English Messages

III.1.2.1 The behavior of radio-paging operators in Surabaya toward the simple-sentence English messages

After knowing the behavior of operators toward the Indonesian messages, the data of the behavior of operators toward the simple-sentence English messages is presented in the same way. The following data are simple-sentence English messages that were transformed by operators of radio-paging stations in Surabaya.

Table 2a

**The simple-sentence English messages
transformed by operators of all radio-paging stations in Surabaya**

No	Radio-paging station	The transformed simple-sentence English messages		Total
		Precise	Imprecise	
1	Easycall & Telepage	10	20	30
2	Garco	4	26	30
3	Metrotel	12	18	30
4	Multipage	9	21	30
5	Nusapage	16	14	30
6	Personal	3	27	30
7	Skytel	19	11	30
8	Starco	19	11	30
9	Starpag & Indolink	9	21	30

From the table above, it is obvious that there are numerous numbers of either precise or imprecise simple-sentence English messages that were transformed by operators of 9 radio-paging stations in Surabaya. Easycall and Telepage as the first radio-paging station transformed 10 simple-sentence English messages precisely and 20 messages imprecisely while Garco transformed 4 messages correctly and 26 ones incorrectly. Further, Metrotel transformed 12 messages accurately and 18 inaccurately whereas Multipage transformed 9 simple-sentence English messages correctly but made many mistakes in transforming 21 messages. In the meantime, Nusapage transformed 16 messages precisely and 14 imprecisely while the next station, Personal, transformed 3 messages correctly but made various mistakes in transforming the remaining 27 messages. In addition to that, Skytel had no mistake in transforming 19 messages

but made mistakes in transforming 11 messages. Meanwhile, Starco transformed 19 simple-sentence English messages correctly and 11 incorrectly. Lastly, Starpage and Indolink representing the same radio-paging station transformed 9 messages precisely and 21 messages imprecisely.

After finding out the behavior of radio-paging operators in Surabaya toward the simple-sentence English messages, it is essential to see the reasons of judging those transformed messages.

Table B1

The reasons of judging the transformed simple-sentence English messages

No	Radio-paging station	Mistake(s)				Total
		Zero	Grammatical	Spelling	Grammatical & Spelling	
1	Easycall & Telepage	10	9	4	7	30
2	Garco	4	4	8	14	30
3	Metrotel	12	10	6	2	30
4	Multipage	9	4	3	14	30
5	Nusapage	16	7	4	3	30
6	Personal	3	7	7	13	30
7	Skytel	19	3	3	5	30
8	Starco	19	8	1	2	30
9	Starpage & Indolink	9	3	6	12	30

Looking at the previous table, it is obvious that each radio-paging station showed numerous numbers of mistakes. This fact gives us cues that each station demonstrated a different level of convergence toward the simple-sentence English messages. In order to have such a detail description the data concerning mistakes

made by operators of all stations are presented according to each radio-paging station in the Appendix.

III.1.2.2 The behavior of radio-paging operators in Surabaya toward compound-sentence English messages

Correspondingly, the behavior of radio-paging operators in Surabaya toward compound-sentence English messages is presented in the same manner.

The following table shows the data in details.

Table 2b

The compound-sentence English messages transformed by operators of all radio-paging stations in Surabaya

No	Radio-paging station	The transformed compound-sentence English messages		Total
		Precise	Imprecise	
1	Easycall & Telepage	14	16	30
2	Garco	7	23	30
3	Metrotel	14	16	30
4	Multipage	8	22	30
5	Nusapage	10	20	30
6	Personal	11	19	30
7	Skytel	13	17	30
8	Starco	20	10	30
9	Starpag & Indolink	10	20	30

Noticing the table above, it is obvious that the numbers of either precise or imprecise compound-sentence English messages transformed by operators of 9 radio-paging stations in Surabaya are very various. Easycall and Telepage had no

mistake in transforming 14 messages but made various mistakes in transforming 16 messages. Meanwhile, Garco transformed 7 messages precisely and 23 imprecisely. In addition to that, Metrotel made no mistake in transforming 14 messages but made mistakes in transforming 16 messages whereas Multipage had no mistake in transforming 8 messages, but made mistakes in transforming 22 messages. Nusapage transformed 10 messages correctly and 20 messages incorrectly while Personal had no mistake in transforming 11 messages, yet made many mistakes in transforming 19 messages. Further, Skytel transformed 13 messages accurately and 17 inaccurately whereas Starco transformed 20 compound-sentence English messages correctly and the remaining 10 messages incorrectly. At last, Starpage and Indolink representing the same station had no mistake in transforming 10 compound-sentence English messages, but made numerous mistakes in transforming 20 messages.

After finding out the behavior of radio-paging operators in Surabaya toward the compound-sentence English messages, it is important to see the reasons of judging the transformed messages as well.

Table B2

The reasons of judging the transformed compound-sentence English messages

No	Radio-paging station	Mistake(s)				Total
		Zero	Grammatical	Spelling	Grammatical & Spelling	
1	EasyCall & Telepage	14	5	5	6	30
2	Garco	7	4	9	10	30
3	Metrotel	14	6	7	3	30
4	Multipage	8	2	14	6	30
5	Nusapage	10	9	4	7	30
6	Personal	11	6	6	7	30
7	Skytel	13	5	7	5	30
8	Starco	20	6	2	2	30
9	Starpage & Indolink	10	6	7	7	30

Looking at the table above, it is easy to see through that every radio-paging station had different numbers of mistakes. Going into details, the data concerning mistakes made by operators of all stations are presented in the Appendix respectively.

III.1.2.3 The behavior of radio-paging operators in Surabaya toward complex-sentence English messages

In a similar manner, the behavior of radio-paging operators in Surabaya toward complex-sentence English messages is presented in the following table.

Table 2c

**The complex-sentence English messages
transformed by operators of all radio-paging stations in Surabaya**

No	Radio-paging station	The transformed complex-sentence English messages		Total
		Precise	Imprecise	
1	Easycall & Telepage	12	18	30
2	Garco	2	28	30
3	Metrotel	10	20	30
4	Multipage	6	24	30
5	Nusapage	7	23	30
6	Personal	5	25	30
7	Skytel	13	17	30
8	Starco	21	9	30
9	Starpag & Indolink	4	26	30

From the table above, it is clear that there are numerous numbers of either precise or imprecise complex-sentence English messages transformed by operators of 9 radio-paging stations in Surabaya. Easycall and Telepage had no mistake in transforming 12 messages but made mistakes in transforming 18 messages. Meanwhile, Garco transformed 2 messages precisely and 28 imprecisely whereas Metrotel transformed 10 messages correctly and 20 ones incorrectly. Furthermore, Multipage transformed 6 messages correctly and 24 messages incorrectly while Nusapage had no mistake in transforming 7 messages, yet made various mistakes in transforming the remaining 23 messages. In addition, Personal transformed 5 messages precisely and 25 imprecisely whereas Skytel had no mistake in transforming 13 messages, but made many mistakes in transforming 17 messages. In the meantime, Starco transformed 21 English

messages correctly and 9 messages incorrectly. At last, Starpage and Indolink had no mistake in transforming 4 complex-sentence English messages, but made mistakes in transforming 26 messages.

After knowing the behavior of radio-paging operators in Surabaya toward the complex-sentence English messages, it is essential to see the reasons of judging the transformed messages as well.

Table B3

The reasons of judging the transformed complex-sentence English messages

No	Radio-paging station	Mistake(s)				Total
		Zero	Grammatical	Spelling	Grammatical & Spelling	
1	Easycall & Telepage	12	8	9	1	30
2	Garco	2	3	10	15	30
3	Metrotel	10	2	12	6	30
4	Multipage	6	10	6	8	30
5	Nusapage	7	6	7	10	30
6	Personal	5	3	6	16	30
7	Skytel	13	7	4	6	30
8	Starco	21	6	1	2	30
9	Starpage & Indolink	4	8	9	9	30

Looking at the table above, it is obvious that each radio-paging station shows various numbers of mistakes in transforming the complex-sentence English messages. In order to have such a detail description the data concerning mistakes made by operators of all stations are presented according to each radio-paging station in the Appendix.

III.2 Quantitative Analysis

In this quantitative analysis, the Chi Square test is used in order to see whether the radio-paging operators in Surabaya have the same convergent behavior toward both Indonesian and English messages or not. To make an orderly analysis, it is divided into three sections in accordance with the previous presentation of the data.

III.2.1 Quantitative analysis of the behavior of radio-paging operators in Surabaya toward simple-sentence messages

The mean value of each simple-sentence messages either Indonesian or English and either precise or imprecise ones must be obtained. Using the formulae presented thoroughly in Appendix, the mean value of each datum is as follows:

- The mean value of the precise transformed simple-sentence Indonesian messages = 29
- The mean value of the imprecise transformed simple-sentence Indonesian messages = 1
- The mean value of the precise transformed simple-sentence English messages = 11.22
- The mean value of the imprecise transformed simple-sentence English messages = 18.78

Further, these values are calculated by using the Chi-Square test (*detailed calculation is presented in the Appendix*). The result is that the χ^2 value is 23.84. Since in this analysis 95% is taken as the confidence level, the significant level or

α is, therefore, $100\% - 95\% = 5\%$. Hence, the value of χ^2 for $\alpha = 0.05$ based on the Chi Square distribution table is 3.84 (*see the Appendix*). Because the obtained value of χ^2 is larger than this, so the null hypothesis is rejected and it is concluded that the convergent behavior of radio-paging operators in Surabaya toward simple-sentence Indonesian messages is not the same as that one toward the English ones.

III.2.2 Quantitative analysis of the behavior of radio-paging operators in Surabaya toward compound-sentence messages

Similarly, the mean value of each datum of this category is calculated first.

The following are the results (*see the Appendix for thorough calculation*).

- The mean value of the precise transformed compound-sentence Indonesian messages = 29.11
- The mean value of the imprecise transformed compound-sentence Indonesian messages = 0.89
- The mean value of the precise transformed compound-sentence English messages = 11.89
- The mean value of the imprecise transformed compound-sentence English messages = 18.11

Using the Chi Square test, the χ^2 value is 22.84. With the same confidence level and the same procedure of calculation, the final result is that the obtained value of χ^2 is bigger than the value of χ^2 for the $\alpha = 0.05$ based on the Chi Square distribution, 3.84 (*for detailed calculation see the Appendix*). This result

eventually urges us to reject the null hypothesis and conclude that the behavior of radio-paging operators in Surabaya toward the compound-sentence Indonesian messages is different from that one toward the compound-sentence English messages.

III.2.3 Quantitative analysis of the behavior of radio-paging operators in Surabaya toward complex-sentence messages

In a similar way, before doing the primary test, the mean value of each datum of this category must be gained first. The following are the values in details:

- The mean value of the precise transformed complex-sentence Indonesian messages = 30
- The mean value of the imprecise transformed complex-sentence Indonesian messages = 0
- The mean value of the precise transformed complex-sentence English messages = 8.89
- The mean value of the imprecise transformed complex-sentence English messages = 21.11

Using the Chi Square test, the χ^2 value obtained is 32.57. Based on the same procedure and confidence level, the final result of this category is that the obtained value of χ^2 , 32.57, is larger than the value of χ^2 for the $\alpha = 0.05$ based on the Chi Square distribution, 3.84 (*see the Appendix for complete computation*). From this result, the null hypothesis is rejected and it is finally concluded that the

behavior of radio-paging operators in Surabaya toward the complex-sentence Indonesian messages is not the same as that one toward the English ones.

III.3 Interpretation of the Result

III.3.1 Interpretation of the result of the behavior of radio-paging operators in Surabaya toward simple-sentence messages

From the Chi Square analysis, the result shows that the convergent behavior of radio-paging operators in Surabaya toward the simple-sentence Indonesian messages is not the same as that one toward the simple-sentence English messages since the difference between their convergent behavior is significant. From table a in the Appendix, we can see that most operators of radio-paging stations have a higher tendency to converge with the messages in Indonesian language than with ones in English language.

The convergent behavior they show toward the simple-sentence Indonesian messages apparently arises because of several reasons. First of all, Indonesian is the national language of Indonesian people. Almost everyday Indonesian people, including radio-paging operators, use this language in their conversations. Besides, they have already learned Indonesian since they were in the elementary school. All of this will certainly make operators easier to understand or converge with the Indonesian messages rather than the English messages. This fact goes well with Deutsch's theory, one of the theories the writer uses in this study, that says "Even bilinguals will usually find the communication more comfortable in the tongue learned earliest, particularly to understand

subtleties of thought” (Lieberson, 1981:6). Furthermore, the form of the messages that is in simple sentences also makes the messages much easier to understand.

Nevertheless, looking back to the table 1a on page 32, it is easy to see through that from 30 simple-sentence Indonesian messages, there is only one mistake made by operators of all radio-paging stations. Surprisingly, this mistake is made by them in the same case and concerned with spelling error. In spelling out the word ‘Pebruari’, all radio-paging operators used the initial letter ‘F’ instead of ‘P’ and thus, this word was spelt *F-B-R-U-A-R-I*. Noticing this fact suggests that operators of radio-paging stations seemingly have a tendency to get confused with the one of English version. Paying attention closely to this table, it is obvious that operators of all radio-paging stations in Surabaya have the same level of convergence toward the simple-sentence Indonesian messages. In other words, no particular station is better than others are.

On the contrary, the behavior of radio-paging operators in Surabaya toward the simple-sentence English messages tends to be divergent. Nearly all operators made mistakes in transforming the messages. Looking back at the analysis on page 45, we can see that radio-paging operators merely transformed 11 messages precisely on average, as the mean value of the precise messages is 11.22. On the contrary, this means that about 63% of all simple-sentence English messages were transformed imprecisely.

The impreciseness made by radio-paging operators in transforming these messages is mostly concerned with two matters. The first one is that most radio-paging operators in Surabaya are lack of grammatical competence. From table B1

on page 39, it is obvious that on average, messages having grammatical errors are about 6.1 or 32% of messages transformed imprecisely by operators. Usually operators made mistakes concerning past tense and past participle forms of verb, plural forms of nouns and disagreement of subject and predicate. Some examples having these mistakes are as follows:

“He has complain about your bad attitude in class this morning.”

“Some friend of your will graduate next February.”

“She ask you to pick her up at her friend’s home.” (*see the Appendix for complete data*)

The second matter is that radio-paging operators have most difficulties in spelling out some words. This significantly contributes to mistakes made by operators in transforming the messages as almost 25% of the imprecise messages have spelling error. Observing words spelt incorrectly suggests that there are many possible things that can cause this error. Firstly, the operators simply never hear that word. In this case, usually they just try to type it as what it sounds like, for example, ‘graduate’ was spelt *G-R-E-A-T T-O W-I-T-H*. Secondly, it is dealing with confusion in operators’ minds about which one is the correct form of word. Typically, this is supported by the existence of some words that sound somewhat similar. We can find many examples in the Appendix, which sometimes seem very ridiculous in our mind, such as:

- ‘Expect’ was spelt *E-X-C-I-P-T*
- ‘Soon’ was spelt *S-I-I-N*
- ‘Hurt’ was spelt *H-I-A-R-T*

Further, there are some spelling mistakes caused by their confusion in determining which one is the correct form of verb and which one is the correct form of noun. Concerning this matter, from the data we can find out that nearly all operators tend to choose 'joint' instead of 'join' for the verb phrase in the sentence "*She would like to joint us to the cinema tonight.*" Another example is that most operators prefer to choose 'complaint' instead of 'complained' in its past participle form for the sentence "*He has complaint about your bad attitude in class this morning.*"

In addition to that, radio-paging operators also made mistakes that were considered combination of those two errors. This error is very significant too since 43% of messages transformed imprecisely by operators, have grammatical and spelling errors at the same time. Some examples are as follows:

"He have finish three chapters of his tesis so far this semester."

"I realy enjoy our vacation last week."

Some friend of your will great to with next Februari." (*see the Appendix for complete data*)

By noticing the different behavior of radio-paging operators in Surabaya in responding the simple sentence Indonesian and English messages, we can see that what Giles stated about convergence and divergence truly exists in every individual. There is a time when an individual feel converged strongly with the language of his interlocutor yet the opposite possibility may also happen. (Fasold, 1984: 161) If an individual is accommodative and motivated to associate himself with the speech of his interlocutors, it means that he displays a 'positive

respond'.(Giles & Powesland, 1975: 157) In this case, those radio-paging operators merely show this respond to the simple-sentence Indonesian messages, as the impreciseness they made in transforming those messages is very little. On the other side, if an individual demonstrates a dissociate behavior in understanding the speech of his interlocutors, it means that he shows a divergent behavior. This behavior emerges when an individual makes no effort and even tries to dissociate himself from his interlocutors. Regularly, this will happen when a person meets people who are different from him and who do not share his regular use of linguistic items.(Giles & Powesland, 1975: 156) In this case, those operators display this behavior to the simple-sentence English messages due to the fact that English is not their own language. Therefore, it is not remarkable that radio-paging operators made many mistakes in transforming these messages for many linguistic items of English are not familiar to them.

Watching table 2a on page 38 carefully, it is clear that all radio-paging stations display various levels of convergence toward simple-sentence English messages. Starco and Skytel possess the highest one as their operators could transform 19 out of 30 messages or 63% precisely. This means that they are better than others are since in transforming these messages they made fewer mistakes. Starco could reach this level because of a different line it has for messages in English language. To transform all messages as accurately as customers say and therefore, make them satisfied, this station management hold two lines which each is either for messages in Indonesian or ones in English language. This division intentionally urges the management to place the right and qualified operators for

the right line and give special training to them as well. For example, A, who is very masterful in English, will be much effective if he is hired for operator position of the English line. In the meantime, B, who is not quite competent in English but Indonesian, will be useful if he is staffed for the Indonesian line. Further, this division makes the operators aware of what exactly job descriptions they have are and how to do them professionally. This way eventually does make Starco success in fulfilling customers' satisfaction as operators of each line do their jobs competently.

Meanwhile, operators of Skytel, who also have the highest level of convergence, surprisingly could transform 63% messages precisely although they are not particularly staffed for accepting and transforming English messages only. This is remarkable enough, as this station's operators do not get special treatment and training from the station management as what Starco's operators do. The next station that has a lower level of convergence than the two previous stations is Nusapage. Operators of this station transformed 16 out of 30 messages or 53% accurately. Next, Metrotel occupies the third position as operators of this station could transform 12 out of 30 messages or 40% correctly. The later station that occupies the fourth place is Easycall and Telepage. Their operators were able to transform one third of 30 messages precisely. Subsequently, Multipage and Starpage & Indolink possess the same level of convergence toward simple-sentence English messages for their operators transformed 9 out of 30 messages or about 33% precisely. The next station occupying the second lowest position is Garco since operators of this station transformed 4 out of 30 messages or 13%

correctly. The last station having the lowest level of convergence is Personal. Its operators could merely transform 3 out of 30 simple-sentence English messages or about 10% accurately.

III.3.2 Interpretation of the result of the behavior of radio-paging operators in Surabaya toward compound-sentence messages

Noticing the Chi Square analysis on the previous page, we can see that the convergent behavior of radio-paging operators in Surabaya toward the compound-sentence Indonesian messages is different from that one toward the compound-sentence English messages. The difference between their convergent behavior is significant. Looking at table b in the Appendix, we can see that like their behavior toward simple-sentence Indonesian messages, most operators have a more upward tendency to converge with the messages in Indonesian language than with ones in English language. This is natural because Indonesian people including radio-paging operators often use Indonesian in their daily social interactions. Thus, Indonesian is much more understandable and familiar than English.

In spite of being very familiar with Indonesian, nearly all radio-paging operators in Surabaya still made one mistake in transforming the compound sentence Indonesian messages. Extraordinarily, it is concerned with misspelling made in the same case. In spelling out the word 'grup', almost all radio-paging operators spelt it '*G-R-O-U-P*'. Obviously, operators still tend to get confused with the one of English version. Looking back attentively at table 1b on page 34, it is easy to see through that operators of all radio-paging stations in Surabaya

have somewhat similar level of convergence toward the compound-sentence Indonesian messages. Not similar as the previous result, concerning this matter there is only one radio-paging station, Starco, having the highest level of convergence as operators of this station successfully transformed all messages precisely. In the meantime, other stations just have the same level of convergence toward the compound-sentence Indonesian messages.

In contrast, however, those radio-paging operators demonstrate divergent behavior toward the compound-sentence English messages. It is due to the fact that almost all operators made mistakes in transforming the messages. Noticing the analysis on page 46, we can see that on average radio-paging operators only transformed 11 or 12 out of 30 messages precisely as the mean value of the precise messages is 11.89. This means that about 40% of all compound sentence English messages were transformed correctly and the remaining 60% imprecisely.

Just similar with the simple-sentence English messages, the impreciseness made by those radio-paging operators in transforming compound-sentence English messages is largely concerned with two things. Firstly, it is due to the fact that most radio-paging operators are lack of grammatical competence. From table B2 on page 42, it is clear that on average messages having grammatical mistakes are about 5.4 or 29% of messages transformed imprecisely by operators. Generally, the mistakes are concerned with the same matters as in the simple-sentence English messages, namely past tense and past participle forms of verb, plural forms of nouns and disagreement of subject and predicate. Several

examples having these mistakes are as follows (*see the Appendix for complete data*):

“I call you last night, but you weren’t at home.”

“Not only my sister but also my parent want to meet you right away.”

Secondly, dealing with vocabulary, operators in Surabaya tend to have difficulties in spelling out certain words. This difficulty largely contributes to the number of mistakes made by operators since nearly 6.8 or 38% of the imprecise messages have spelling errors. Noticing words spelt incorrectly indicates that there are some possible causes for this error as those of the simple sentence messages. First of all, the operators are not just familiar with the word. Consequently, like in simple sentence messages case, usually they just try to type it as what it sounds like, for example, ‘neither’ was spelt *N-E-E-I-D-E-R*. Secondly, it deals with confusion in operators’ minds about which one is the correct form of word. Usually, it is supported by the existence of some words that sound somewhat similar. For example:

- ‘Two’ was spelt *T-O*
- ‘Leave’ was spelt *L-I-V-E*
- ‘Ask’ was spelt *U-S* or *A-S*

Next, there are some spelling mistakes caused by their confusion in determining which one is the correct form of verb and which one is the correct form of noun. In this case, from the data we can find out that some operators still tend to choose ‘joint’ instead of ‘join’ for the verb in the sentence “*You don’t need to meet and persuade her to joint our team.*”

Moreover, there are some messages that have the combination of those two errors. Its number is significant too since 5.9 or about 33% of messages transformed imprecisely by operators have grammatical and spelling errors simultaneously. Some examples are as follows (*for complete data see the Appendix*):

“She received your letter about two week ago and promised to replay it soon.”

“She will wait to here that news either from you or your parent.”

Noticing carefully table 2b on page 40, it is transparent that Starco still has the highest level of convergence for its operators transformed 20 out of 30 messages or about 66% precisely. In the next position, there are two stations having a similar level, namely Easycall & Telepage and Metrotel since their operators made no mistake in transforming 14 out of 30 messages. The later station possessing the lower level of convergence is Skytel. Operators of this station transformed 13 out of 30 messages or 43% accurately. In the meantime, Personal occupies the fourth rank as its operators could transform 11 out of 30 messages or about 36% correctly. Two following radio-paging stations, Nusapage and Starpage & Indolink, occupy the next place since their operators made no mistake in transforming 10 out of 30 messages. The later station occupying the next rank is Multipage as operators of this station transformed 8 out of 30 messages or 26% precisely. On the last position, Garco has the lowest level of convergence toward the compound-sentence English messages for its operators could merely transform 7 out of 30 messages or about 23% accurately.

Having observed the result, finally it is clear that in general, radio-paging operators in Surabaya have a more upward tendency to diverge with the compound-sentence English messages than the compound-sentence Indonesian ones. This fact is just the same as that of simple-sentence messages. They are not quite familiar with this language and therefore, they feel diverged enough from it.

III.3.3 Interpretation of the result of the behavior of radio-paging operators in Surabaya toward complex-sentence messages

Having analyzed the data, we can see that the convergent behavior of radio-paging operators in Surabaya toward the complex-sentence Indonesian messages is not the same as that toward the complex-sentence English ones. The difference between their convergent behavior is significant. Looking at table c in the Appendix, we can see that like their behavior toward simple and compound-sentence Indonesian messages, most operators of radio-paging stations have a less tendency to converge with the messages in English language than with ones in Indonesian language. This is natural because Indonesian people including radio-paging operators hardly often use English in their daily social interactions. Thus, English is much more complicated and unfamiliar than Indonesian.

In transforming the complex-sentence Indonesian messages, radio-paging operators in Surabaya made no mistake, as the mean value of the precise transformed messages is 30 or 100% correct. Yet, it doesn't mean that they master well in understanding and transforming these messages. It is because out of 30 complex sentence Indonesian messages there is no word that may cause possible

confusion, especially words that have English version. More important to be noted here, concerning their levels of convergence toward the complex-sentence Indonesian messages, there is no specific radio-paging station that is better than others are since all of them transformed all messages precisely. This means that all stations have the same level of convergence toward these messages.

In contrast, however, toward the complex-sentence English messages those radio-paging operators show divergent behavior. It is due to the fact that almost all operators made mistakes in transforming the messages. Noticing the analysis on page 47, we can see that on average those operators only transformed 8 or 9 out of 30 messages precisely as the mean value of the precise messages is 8.89. This means that about 30% of all complex sentence English messages were transformed precisely and 70% imprecisely.

Just similar with the simple and compound-sentence English messages, the impreciseness made by those radio-paging operators in transforming complex-sentence English messages is dominantly concerned with two matters, lack of grammatical competence and confusion in choosing the correct word. From table B3 on page 44, it is clear that on average messages having grammatical errors are about 5.9 or 28% of messages transformed imprecisely by operators. Commonly, the mistakes are dealing with the same matters as in the simple and compound-sentence English messages, namely past tense and past participle forms of verbs, plural forms of nouns and disagreement of subject and predicate. Several examples having these mistakes are as follows (*see the Appendix for complete data*):

“She want you to pick her up at the airport when she arrive home.”

“It is extremely rude to see you always have everyone do your work.”

Further, dealing with their confusion in spelling out certain words operators still made a number of mistakes that is somewhat significant also since nearly 7.1 or 34% of the imprecise messages have spelling errors. Some examples are as follows:

‘Postpone’ was spelt *P-A-U-S-E P-H-O-N-E*

‘Went’ was spelt *W-H-E-N*

‘Research’ was spelt *R-E-S-E-T*

Moreover, there are some messages that have the combination of those two errors. Its number is significant too since 8.1 or about 38% of messages transformed imprecisely by operators have grammatical and spelling errors at the same time. Some examples are as follows (*for complete data see the Appendix*):

“My sister need to know when she can take you to the exibition.”

“She demand to know who was responsible for the noice in class yesterday.”

Paying attention closely to table 2c on page 43, it is obvious that the highest level of convergence toward the complex-sentence English messages is still occupied by Starco. Operators of this station could transform 21 out of 30 messages or about 70% precisely. Meanwhile, Skytel having a lower level than Starco’s is occupies the next position as its operators transformed 13 out of 30 messages or about 43% accurately. Further, Easycall & Telepage attends the next rank because its operators could transform 12 out of 30 messages or about 40%

precisely. The station occupying the later position is Metrotel since operators of this station transformed 10 out of 30 messages correctly. Next, Nusapage occupies the fifth position as its operators could transform 7 out of 30 messages or about 23% accurately. Subsequently, the station attending the next rank is Multipage since operators of this station were able to transform 6 out of 30 messages or about 20% precisely. On the later position, Personal has a lower level of convergence than previous stations' are for its operators transformed 5 out of 30 messages or about 16% correctly. In addition to that, Starpage & Indolink occupies the eight rank because its operators were only able to transform 4 out of 30 messages or about 13% precisely. On the last position, it is Garco having the lowest level of convergence toward the complex-sentence English messages for its operators could solely transform 2 out of 30 messages or about 6% accurately.

The result, eventually, indicates that in general radio-paging operators in Surabaya display a greater tendency to converge with the complex-sentence Indonesian messages than the complex-sentence English ones. Paying attention once again to Deutsch's theory makes us realized that bilinguals tend to find the communication more comfortable in the tongue learned earliest, particularly to understand subtleties of thought (Lieberson, 1981:6). The fact that those operators have a greater tendency to converge with the complex-sentence Indonesian messages than the English ones is just the same as that of simple and compound-sentence messages.

CHAPTER IV

CONCLUSION AND SUGGESTION