

REGISTER OF TELKOMSEL CAROLINE OFFICERS 116

Diah Restuning Anggarwati

Ema Faiza, M. Hum

KKB KK-2 FS BE 12/11 Ang r

ABSTRACT

This thesis describes the register of caroline officers 116 Telkomsel towards the customers. The register is a variety of language uses can be found in a situation where a social group uses certain language in communication. The study used theory of register proposed by Janet Holmes (1992) and supported by Thomas and Montgomery (1994). There are three dimensions in the register, field, mode and tenor, which the study analyzed the features of register through those dimensions. The study employed descriptive qualitative theory because the data are collected, analyzed, and described in the form of words rather than in the numerical scores or statistical procedures. The writer got the data by recording the conversation between caroline officers and costumers in the phone. Then, the data were analyzed by identifying and classifying the features of caroline officers' register. The analysis and discussion of this study point two key findings. First, the caroline officers creates register in their service to the customer. Second, the features of register can be identified through field, mode and tenor. Finally, the register of caroline officers towards the customers is feasible to analyzed from the caroline officer's utterance.

Keywords: Register, field, mode, tenor.