

Language Style Expressed in Government Tourism Office

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Abstract- *Communication between public service staff of the Government Tourism Office sometimes does not rule out finding service-related conversations. The use of the term in the conversation may not be understood by the public and only the membership can understand the code suspended by the relevant staff. This article is intended to find the language styles expressed in the conversation of the Government Tourism Office and to vouch for the implied meaning of the style expressed in the conversation. This study dealt with qualitative research. The data sources were informants who have worked at the Government Tourism Office and the data was the conversations uttered by the informants. Data were collected by using content analysis and applied an interpretivism model analysis. The findings showed that the style utterances expressed in the conversation among staff at the government tourism office were frozen, formal, consultative, casual, and intimate styles. Some categories were used as a form of expression in informal situations and more relaxed in communication, while others is used because it was determined and more formal. The implied meaning or intent conveyed by the staff was often implied or not stated directly in the conversation.*

Keywords: *Language, Style, Conversation, Tourism*

1. INTRODUCTION

Language provides a very important role in human life. In interaction, humans communicate with each other by using language as a means of communication. Language is an institution that uses oral-auditory arbitrary symbols commonly used by humans to communicate and interact with each other (Holmes & Wilson, 2022; Lee & Lyons, 1982). Language becomes a major of human life to express feelings, and through sound and even signals that have patterns such as conversation, speech, and discussion (Saddhono & Rohmadi, 2014).

Human beings need to be able to use language to their need and it is very interesting to study specifically on conversation or spoken language. The conversation is the participation of cooperative activity involving two or more parties, each of which must be given the opportunity in expressing ideas. From the conversation, people can be exchanging spoken words to express their thought and their needs. The conversation is when a person gets a turn to speak, he or she may use employing gestures and posture that inhibit others from speaking and so on; avoiding the kinds of closeness partner that require others to talk; stringing speech together in a seamless way; avoiding eye contact with listeners; then reluctant to give up the turn and may employ any one or more of various devices to defend it (Wardhaugh, 2006). It means that styles in speaking, act as a substantial component of how people can interact with others.

Every human being uses different language styles (Azizurohmah, 2019) in different situations. Language communications have language styles and influenced by different human interactions. Style may adopt different speaking styles and are further complicated by facts (Tiyas, 2019). Whichever a choice is governed by circumstances, one can speak very formally or very informally. Whereas conversations between close friends about matters of less importance may be very informal and casual, so ceremonial occasions are almost always less formal public speeches and fairly informal casual conversations (Wardhaugh, 2006).

The style is an interesting topic to discuss because when people do conversation with others they might change the style and adapt appropriate style with the situation (Iwuchukwu & Iwuchukwu, 2018). One of its uses on language found in the conversation conducted by staff of the public service of Government Tourism Office. The communication between the staff of the public service of the Government Tourism Office sometimes does not rule out the possibility of finding conversations related to these services. The use of terms in conversation might not be assumed by the universal, and only memberships can know the code or password deferred to by the related staff. This is very interesting to investigate since there are several words in the conversation which are the

language style in the dialog of the government tourism office. This article is purposed to find out varieties of language styles expressed in the conversation of the Government Tourism Office and to vouch for the implied meaning of style utterances expressed in the Government Tourism Office conversation.

2. METHODOLOGY

This study deals with a qualitative research (DeVaney, 2016). The data sources of this study were informants who had given the primary and secondary data of the Government Tourism Office. The main data were the utterances used in conversations between speakers of the Government Tourism Office. Then books, articles, journals, the internet, etc. were used as relevant secondary data in this study. To complement the main data in this case secondary data sources were recognized as supporting this research. Data from this research was taken from the conversations used by members of the government tourism office when they had conversations in the office. Data were collected by using content analysis (Neuman, 2000).

The overall record of the service officers in their duties was taken. This means that the researcher did not directly determine which officers would be used as informants. The researcher took the recordings of the officers in their duties in turn based on which language style variation to analyze. All utterances were not analyzed but it took only the utterances which were considered to be style utterances in the conversation. Data from this research was taken from the conversations used by members of the government tourism office when they had conversations in the office. The procedures used in the data collection were: (1) reading and understanding all content of the conversation; (2) identifying the style utterances expressed in the conversation; (3) marking language style found in the conversation; (4) explaining the meaning of style utterances; (5) classifying style utterances into each category. After collecting the data, the next step is data analysis. This study used an interpretivism model analysis (Miles et al., 2014) by the following steps: (1) data reduction; (2) data display; (3) and concluding/verification.

3. FINDINGS AND DISCUSSION

Based on the data analysis, it was found that the style utterances which are expressed in the conversation among staffs at the government tourism office were frozen style (7 %), formal style (17 %), consultative style (27 %), casual style (33 %), and intimate style (17 %). Some categories of language style, such as casual are used as a form of expression in informal situations, where the closer relationship is more relaxed communication will be, while frozen is used because it has been determined and is included in the old term.

Frozen Style

The frozen style is for professional speakers who are to remain social strangers. It is usually applied in formal situations where rules are laid down such as informal ceremonies and courts, constitutions, and state documents. This style is often shown as the most formal style and is used on certain occasions. This style is also known as the oratory style (Sion & Pasaribu, 2007). It was found that the data in the frozen classification were as follows:

O1: "Semua orang yang melintas dari arah timur provinsi Jawa Timur menuju Jawa Tengah, Jogjakarta, Jawa Barat, dan Jakarta atau sebaliknya dengan melalui jalan raya, Jalan tol maupun kereta api dijalur tengah pulau Jawa, pasti melewati Kabupaten Ngawi."

O1: "Everyone who passes from the east of East Java province to Central Java, Jogjakarta, West Java, and Jakarta or vice versa by road, toll road or train in the middle lane of Java Island, must pass Ngawi Regency."

In this data, the term "everyone" refers to every person; all people. It is a general term that is addressed to everyone without special mention or exception. Referring to the conversation quoted above are the words used by the officer of the Ngawi Government tourism office to greet tourists visiting Ngawi regency. From this sentence, it can be seen the form of the style above is proof that

the officer used the frozen style. It is the most formal communicative style that is usually used during respectful events and ceremonies. It is also used when one shows hesitation, disinterest, or prejudice. This term 'everyone' is classified into style because it belongs to a very formal language.

O1: *"Buku potensi pariwisata kabupaten Ngawi ini merupakan upaya kami untuk memberikan informasi secara lengkap kepada wisatawan dan masyarakat luas. Jadi sepatutnya kami menyambut anda dengan ucapan 'selamat datang di kabupaten Ngawi'."*

O1: *"This Ngawi Regency tourism potential book is our effort to provide complete information to tourists and the wider community. So we should welcome you with a 'welcome to Ngawi district'."*

The second quote above is the words used by the head of the youth tourism and sports department of Ngawi district when he delivered his remarks in the book. From this sentence, it can be seen the form of the style above in which there are sentences spoken by the head of the service in his speech. The quote above is evidence that the head of the Disparpora uses the frozen style. This is a non-binding language, the language as a term which is a patent word used by the head of the youth and sports tourism office of Ngawi district when he gives explanations to tourists who make excursions. He always uses the most formal language and is used in solemn situations such as formal ceremonies. Confirms the first quote that the words used by the head of the Ngawi youth and sports tourism office when he delivered a "welcome" greeting to tourists who were visiting Ngawi tourism.

Formal style

Formal style is used in various formal situations when someone has met for the first time or someone who has a higher position than others. Such as at work, school, or when meeting new people. Formal style is also one of the styles that require the manners of the speaker's intentions. So from the statement, it is known that formal style is a style related to good sentence form and listeners can immediately understand the meaning of the utterance.

From the conversations of the Ngawi government tourism office, it was found the styles of speech that are classified as formal as follows:

O2: *"Untuk memudahkan wisatawan, Pemkab Ngawi membagi dua jalur wisata, yaitu JATIPANGAWITAN dan KENEBEJO. Nama ini disesuaikan dengan nama-nama kecamatan yang ada potensi wisata."*

O2: *"To make it easier for tourists, the Ngawi Regency Government divides two tourist routes, namely JATIPANGAWITAN and KENEBEJO. This name is adjusted to the names of the districts that have tourism potential."*

There are several words in the quote above that were recorded in a conversation with members of the tourism sector of Disparpora. The first is the word "tourist". Tourists are people who visit a place for pleasure. In the tourism office conversation above, a member of the Ngawi tourism department revealed this when a tourist wants to find a tourist destination. He uses the word "tourist" which includes language style in the form of words. The second is the "tourist routes". The term 'route' is considered to have a broad meaning. As a noun, it refers to the way from one place to another. As a verb, it means to send somebody or something by a particular route. The term 'route' which refers to two tourist routes, which have been determined by the ngawi regency as a route that distinguishes between mountainous areas with cool air and tourist attractions in the form of tea plantations, beautiful scenery, waterfall tours, and other tours called KENEBEJO it covers the districts of Kedunggalar, Sine, Ngrambe, and Jogorogo. Meanwhile, the semi-forest village area that stretches from the east across the Ngawi district along the Surabaya-Solo highway with potential for natural, historical, spiritual, educational, and other tourism is called JATIPANGAWITAN covering Karangjati, Padas, Ngawi city, Widodaren, and Mantingan. So, in this conversation, 'route' implies two official routes as a choice for tourist visits as well as to facilitate the grouping of tourism areas. In other words, this term also has the same meaning as tourism flow. This is included as one of the

language styles in the conversation of the Ngawi tourism office. From the explanation above, the researcher concludes that the style used in the quote above is in the form of words and phrases. By looking at these words, the style is categorized as formal style.

O4: *Yang diundang tadi pertanian sama Dinas koperasi, sama polres, sama badan keuangan. Bentar nggeh pak (pergi ke dalam ruangan).*

O4: *Those who were invited were agriculture, cooperatives, police, and financial institutions. Wait a minute, sir (go into the room).*

The term 'sir' has several meanings. It means used as a polite way of addressing a man: can I help you, sir?. In this excerpt of the conversation, 'sir' implies to you as a guest to wait a while. The officer conveyed the term sir several conversation quotes in the official language mixed and matched with the Javanese language. When combined with the word 'sir' in Javanese, it means that the atmosphere is formal. So, 'sir' means the polite language used by officers to convey to the police as guests.

The term 'sir' is formal because as one of the formal characteristics, namely the official words, this term sounds like an official word that has a standard meaning.

Consultative style

Consultative style is a style that is quite formal but at a lower level than the formal style, in which sentences are usually used shorter than the formal style. In addition, consultative is used in less serious discussions usually carried out by a small group of people such as in ordinary conversations in schools, markets, companies, and others. It can be found that style utterances are classified into consultative as follows:

R: *Kira-kira selesainya nanti jam berapa ya mbak?*

R: *Approximately what time will it be finished, sis?*

A1: *Oh ngak tahu (kemudian bertanya ke pegawai disebelahnya)*

A1: *Oh I don't know (then ask the employee next to him) (1.6)*

The utterance of 'I don't know' refers to use to say that someone has doubts, uncertainty, or does not have clear information. In this quote, 'I don't know' is conveyed to the researcher as a guest as the following word is expressed, namely 'not understanding' which means 'do not understand' regarding the question addressed. The expression 'I don't know' is classified as consultative because it is used to show ignorance of the information being asked which means that you do not understand the researcher's question. 'I don't know' may not be a clear answer to a question as there is no information to convey.

O12: *Sesuk kuwi aku kegiatan nang trinil. Nekakne SMA kita ambil bis perminggu berarti jumlah e 200 orang.*

O12: *I have an activity tomorrow at Trinil. To bring high school students, we take the bus every week which means there are 200 people.*

O13: *Wi sak kan budal e pak?*

O13: *Is that all leaving, sir?*

O12: *Hm bukan, budal e ijek tanggal rong puluh.*

O12: *Hmm no, the departure is still on the twentieth. (5.3)*

The utterance 'hm' or sometimes only 'hmm' and 'hmmm' means a sign of someone when thinking. 'Hm' is expressed as a sign of disagreement or hesitation. While hmmm which is long means, "I thought hard about what you already said". Hmm with a high tone is a sign of agreement. 'Hm' was disclosed in this conversation quote because this term signifies disagreement or hesitant, towards office friend questions so that for departure will still be on the 20th.

O7: *Wi yo ijek kuliah i wi (menunjuk agil)*
O7: *It's also still in college (pointing at agil)*

R: *Yang mana? Ini? Owwh...*
R: *Which one? This? Owwh...*

O9: *He'eh sama-sama magang, tapi kan mas bisa berbaur juga. Makanya disini harus berbaur juga. Dan kamu harus bisa memilah memilah, kadangkannya disini orang dewasa kan omongannya agak melenceng ya harus bisa disharing. Jangan gampang tersinggung, karena yo memang disini yo artinnya bukan seusia kamulah maksud saya jadi kamu harus bisa mengambil mana yang bisa diambil, mana yang harus dibuang. Kayak intermezzo intinya harus bisa berbaur lah.*

O9: *He'eh both are apprentices, but brother can mingle too. That's why we have to blend in here too. And you have to be able to sort things out, sometimes adults here talk a bit deviated, so it has to be shared. Don't get offended easily, because yo is here, yo, which means you're not your age, I mean, so you have to be able to take what you can take, what you throw away. Like intermezzo, the point is to be able to blend in. (5.4)*

The utterance of 'he'eh' comes from the word 'he'em' which means a statement of agreement. 'he'eh' is expressed in the conversation quote because this term is used to agree with the statement in the previous.

Casual style

There are two devices found in the casual style, namely ellipsis, and slang. Ellipses or omissions usually use consultative grammar which requires a shorter form and has differences between casual grammar. Its main feature is at the beginning of a sentence marked by unstressed words. The most frequently involved are articles, pronouns, aids, and be. Next slang is the second device in casual style. Slang is characterized as a language that occurs in someone's speech and is usually known by certain groups (Sion et al., 2007). From five ngawi government tourism office conversations, it can be seen the casual style was expressed as the following examples:

A2: *Jadi mbak ngak pernah main-main ya ke Ngawi gitu?*
A2: *So you never played, did you go to Ngawi like that?*

The utterance of 'play' means to do things for pleasure, as children do; enjoy yourself, rather than work in the form of the verb. Meanwhile, as a noun, it means things that people, especially children, do for pleasure. In this apprentice quote conversation, the apprentice expresses curiosity by asking the term 'played'. The right meaning to describe the word played is that the researcher has never visited ngawi tourism in the quote entitled "during office hours". As the title itself suggests, the term at play implies an approach through simple questions. This curious expression in his language was very simple and acceptable among young people. The term 'play' in this quote is classified as casual because 'played' implies an approach reaction to a girlfriend.

A2: *He'em nah itu kalau dosenku awal itu udah disclaimer duluan. Kalian mempelajari suatu bahasa otomatis kalian akan mempelajari budayanya mereka, akan mempelajari filosofi-filosofi dari budaya mereka. Mungkin memang ada yang bertentangan dengan budaya Indonesia tapi tetap jaga nilai-nilai Indonesia kalian. Nah kek gitu. Ya its oke kamu ngomong bahasa inggris dengan logat jawa, logat jepang pun its oke gitu yang penting orang yang denger itu tuh paham. Nah bahasa inggris tuh kek gitu ngak menyusahkan orang. Kamu harus pakek logat amerika, harus pakek logat inggris itu nggak,*

A2: *He'em if my early lecturer was already disclaimed first. You learn a language automatically you will learn their culture, will learn the philosophies of their culture. Maybe there is something that is against Indonesian culture but keeps your Indonesian values. Well, that's cake. Yes, it's okay, you speak English with a Javanese accent, even a Japanese accent, it's okay, the important thing is that the people who hear it*

understand. Well, the English language doesn't bother people. You have to use an American accent, don't you have to use an English accent?

The term 'learned' is defined as having a lot of knowledge. In an interjection, it is also used to agree with the researcher's statement regarding the English lesson. In the conversation of this quote, 'learned' refers to the individual who learns the language. However, in this quote, it means much more than that. This statement implies the pluses and minuses in learning English which is very different from the cultural characteristics of Indonesians, especially in dressing and behaving. Apprentices assume that learning English is learning a language automatically learning its culture and philosophies, born where it will not be a problem to learn English while still using our native accent. The word 'learn' is casual because it is expressed in this quote to give special meaning and to show that actually 'learning' is an insight to increase knowledge.

O11: *Ngawi ndi Ngawi ya? (sambil mencari dengan kursor).*

O11: *Ngawi, where is Ngawi? (While searching with the cursor).*

In ordinary dictionaries, 'where is Ngawi' is defined as the position of Ngawi in a virtual exhibition. The quote entitled "Virtual Exhibition Project" expresses that the Ngawi government's tourism office is looking for a place for the Ngawi exhibition. The title of the Virtual Exhibition Project itself represents Ngawi as a prestigious tourist exhibition event that is carried out visually by the tourism office throughout East Java. In this quote, the officer expresses the words 'where is ngawi' which implies that they are still in the process of searching for the location of the virtual ngawi. The saying 'where..' is positive only refers to the search for a private stand for ngawi. When referring to a situation, it can be negative. As a phrase, "stay healthy where it's a tough demand".

The phrase 'where is ngawi' is classified as casual because it is used to find a virtual ngawi stand. It is a denotation that ngawi still has not found a stand position for tourism and cultural exhibitions.

O12: *Sesuk kuwi aku kegiatan nang trinil. Nekakne SMA kita ambil bis perminggu berarti jumlah e 200 orang.*

O12: *I have an activity tomorrow at Trinil. To bring high school students, we take the bus every week which means there are 200 people.*

The word 'bring' implies coming to a place with someone or something. It can be high school students and schoolgirls. In the quote above, the officer informed that he had an event tomorrow at the Trinil who attended the event for high school students. He held the event weekly until a total of 200 people were added. Where the pick-up has been facilitated by a bus from the Ngawi tourism office. The utterance 'bring' is casual because 'bring' implies good facilities, so this utterance was chosen to convey more attention from the tourism and culture department to education and to introduce the importance of studying past knowledge (museums) to high school students.

Intimate style

This style has the characteristics of ellipsis, deletion, rapid, slurred, pronunciation, non-verbal communication, and private code. Which is entirely a personal language developed in family, very close friends, lovers, and so on. From this, it can be seen that the intimate style is a style commonly used by people who are close to each other and such as married couples, lovers, family members, close friends, and relatives. And it's like dear, darling, baby, and honey (Sion et al., 2007). The examples of the data are as follows:

O7: *Wi nangndi to No?*

O7: *Where is that No?*

O8: *Hla ki pameran I bu.*

O8: *Hey, this is an exhibition, ma'am.*

The utterance of 'No' refers to the name, nickname, and good mother. In this conversation, 'no' implies a term of affection from the greeting expressed by the officer who is often called the mother. He immediately called the new officer 'No' when in fact he was not his biological son. He just wanted to express his concern by calling her 'No'. In this virtual exhibition project, the term 'No' is considered intimate because the officer aims to directly ask the other person for information in a conversation.

O8: *Hla neng kosong, atak e iki Ngawi ya.*

O8: *Hla but it's empty, lest this is Ngawi huh.*

O9: *Kosong udo, hhahaah...*

O9: *Empty, unclothed, hahahahaha...*

The word 'unclothed' refers to a stand, joking, and funny attendant. In this conversation, 'unclothed' implies the cutesy term of an empty stand which the officer reveals as his ngawi. He immediately declared that the stand was 'unclothed' when in fact it didn't necessarily belong to him, judging by the absence of a clear name. He just wanted to make a joke of calling her 'unclothed'.

O9: *Piye No? Semangat No.*

O9: *How No? Spirit No.*

O8: *Dereng ketemu, bun.*

O8: *I haven't found it yet, ma'am.*

O9: *Dereng ketemi, dereng ketemi, iki wes kabeh berarti? Iki wes o le? Sebenere sing iki, sing urung neng kene ngunu hlo. Sing iki wes purung?*

O9: *Haven't found it, haven't found it, does this mean everything? It's finished, right? This one, which hasn't been put here yet, hlo. What is this one already?*

'Le' is derived from the word 'tole'. In Javanese dictionaries, this term means a nickname for younger men. The term 'tole' is also commonly referred to by parents to young children, even though they are not related by blood. In this conversation, the word 'le' implies that the senior officer treats the new employee like his own son as expressed in asking how far his work has gone, he says that 'it's done, right' 'le' may imply attention, direction, and comfort in working. 'Le' is classified as intimate because she clearly says something nice about whether his job is done or not.

O9: *Cah wedok cilik. Aku kelingan koyok sopo yo? Koyok nungki hlo rumangsaku cilik kog eg.*

O9: *Little girl. Who do I look like? It's like a nungki, I feel small.*

O7: *Aku hlo gak dingsakne i padahal aku yo iyo.*

O7: *I am not pitied even though I am also the same.*

O9: *Gak blas... (ketawa) hla valentino yati kog dimesakne.*

O9: *Not at all... (Laughs) hla Valentino e you pitied.*

The word 'I am' refers to colloquialism, often with selfish and arrogant people. In this conversation, 'I am' is designated for a woman as the next word expressed is 'not pitied' which means 'to be treated differently'. The utterance 'I am' is classified as intimate because this utterance is used to refer to a woman who states 'I am not pitied' which means 'treated differently'. 'I am' may be joking as a form of cohesiveness and more kinship in the office because it relates to someone's ridiculousness.

General Implication of Meaning in the Conversation

Implicature is the implied meaning conveyed by the sender (explicate) or intent contained in an utterance, but in its delivery, it is not stated directly. What the speaker wants to convey is characteristically much deeper than what he wants to express directly; its linguistic meaning can

radically reduce the message to be conveyed and understood by the listener. From the conversations, the implied meaning were as follows:

O1: *"Semua orang yang melintas dari arah timur provinsi Jawa Timur menuju Jawa Tengah, Jogjakarta, Jawa Barat, dan Jakarta atau sebaliknya dengan melalui jalan raya, Jalan tol maupun kereta api di jalur tengah pulau Jawa, pasti melewati kabupaten Ngawi."*

O1: *"Everyone who passes from the east of East Java province to Central Java, Jogjakarta, West Java, and Jakarta or vice versa by road, toll road or train in the middle lane of Java Island, must pass Ngawi Regency."*

In this case, he assumed that the informing speaker was still a ceremonial meeting, he understood that he was not asked but was asked to wait. In this case, the person being spoken to gets a different meaning instead of the actual meaning of the sentence.

O1: *"Buku potensi pariwisata kabupaten Ngawi ini merupakan upaya kami untuk memberikan informasi secara lengkap kepada wisatawan dan Masyarakat luas. Jadi sepatutnya kami menyambut anda dengan ucapan 'selamat datang di kabupaten Ngawi'."*

O1: *"This Ngawi Regency tourism potential book is our effort to provide complete information to tourists and the wider community. So we should welcome you with a 'welcome to Ngawi district'."*

In this case, it will be understood that the speaker has prepared a comprehensive guide to provide information to the general public. In this case, people who listen to get the true meaning of the meaning of the sentence expressed.

O2: *"Untuk memudahkan wisatawan, Pemkab Ngawi membagi dua jalur wisata, yaitu JATIPANGAWITAN dan KENEBEJO. Nama ini disesuaikan dengan nama-nama kecamatan yang ada potensi wisata."*

O2: *"To make it easier for tourists, the Ngawi Regency Government divides two tourist routes, namely JATIPANGAWITAN and KENEBEJO. This name is adjusted to the names of the districts that have tourism potential."*

In the following case, it will be understood that the speaker has facilitated tourists with specified routes to choose tourist destinations for visits. In this case, people who listen to get the true meaning of the meaning of the sentence expressed.

O4: *"Yang diundang tadi pertanian sama Dinas koperasi, sama Polres, sama badan keuangan. Bentar nggeh pak (pergi ke dalam ruangan)."*

O4: *"Those who were invited were agriculture, cooperatives, police, and financial institutions. Wait a minute, sir (go into the room)."*

In this case, the officer conveyed the term sir several conversation quotes in the official language mixed and matched with the Javanese language. When combined with the word 'sir' in Javanese, it means that the atmosphere is formal. So, 'sir' means the polite language used by officers to convey to the police as guests.

R: *Kira-kira selesainya nanti jam berapa ya mbak?*

R: *Approximately what time will it be finished, sis?*

A1: *Oh nggak tahu (kemudian bertanya ke pegawai disebelahnya)*

A1: *Oh I don't know (then ask the employee next to him) (1.6)*

In that case, it would be understood that he had been somewhat indifferent to what was asked. In this case, the person being spoken to gets a different meaning instead of the actual meaning of the sentence.

O12: *Sesuk kuwi aku kegiatan nang trinil. Nekakne SMA kita ambil bis perminggu berarti jumlah e 200 orang.*

O12: *I have an activity tomorrow at Trinil. To bring high school students, we take the bus every week which means there are 200 people.*

O13: *Wi sak kan budal e pak?*

O13: *Is that all leaving, sir?*

O12: *Hm bukan, budal e ijek tanggal rong puluh.*

O12: *Hmm no, the departure is still on the twentieth. (5.3)*

In this case, it will be understood that he has confirmed the truth of the departure still on the 20th. In this case, he is the one being asked not to be ordered.

O12: *sesuk kuwi aku kegiatan nang trinil. Nekakne SMA kita ambil bis perminggu berarti jumlah e 200 orang.*

O12 : *I have an activity tomorrow at Trinil. To bring high school students, we take the bus every week which means there are 200 people. (5.6)*

In this case, the officer informed that he had an event tomorrow at the Trinil who attended the event for high school students. He held the event weekly until a total of 200 people were added. Where the pick-up has been facilitated by a bus from the Ngawi tourism office.

O9: *piye no? Semangat no.*

O9: *how No? Spirit No.*

O8: *dereng ketemu, bun.*

O8: *I haven't found it yet, ma'am.*

O9: *dereng ketemi, dereng ketemi, iki wes kabeh berarti? Iki wes o le? Sebenere sing iki, sing urung neng kene ngunu hlo. Sing iki wes purung?*

O9: *haven't found it, haven't found it, does this mean everything? It's finished, right? Actually this one, which hasn't been put here yet, hlo. What is this one already?*

In this case, the senior officer treats the new employee like his own son as expressed in asking how far his work has gone, he says that 'it's done, may implies attention, direction, and comfort in working.

O9: *cah wedok cilik. Aku kelingan koyok sopo yo? Koyok nungki hlo rumangsaku cilik kog eg.*

O9: *little girl. Who do I look like? It's like a nungki, I feel small. Bu yati*

O7: *aku hlo gak dingesakne i padahal aku yo iyo.*

O7: *I am not pitied even though I am also the same.*

O9: *gak blas... (Ketawa) hla Valentino yati kog dimesakne.*

O9: *not at all... (Laughs) hla Valentino yati why are you pitied.*

In this case, she is joking as a form of cohesiveness and more kinship in the office because it relates to someone's ridiculousness.

4. CONCLUSION

The conclusion is drawn from the analysis which shows that the conversations of the Government tourism office revealed that there were five categories of language style namely frozen, formal, consultative, casual and intimate. In frozen style, the utterances expressed in the words *everyone, potential, and the route*; formal style, the utterances expressed in *of please, sir, finish, and can*; consultative style, the utterances expressed in *oh yes, I don't know, hla yes, hey, ow, oh, hmm, he'eh*; casual style, the utterances stated in *play, like, learn, where is Ngawi, cleaned, empty, used, bring, departure, and souvenir*; and intimate style expressed *no, unclothed, he, tole, and I am*. Most style utterances found in conversation belong to the casual style.

In addition, it is concluded that all language styles are considered to have literary works. Some categories of language style, such as casual are used as a form of expression in informal situations, where the closer relationship is more relaxed communication will be, while frozen is used because it has been determined and is included in the old engraved term.

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