



**THE USE OF REGISTER IN MERPATI AIRLINES  
RESERVATION GUIDELINES**

**THESIS**

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**JEMBER UNIVERSITY**

**2010**



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**THESIS**

A thesis presented to the English Department,  
Faculty of Letters, Jember University  
As one of the requirements to get  
The Award of Sarjana Sastra Degree  
In English Studies

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## DEDICATION PAGE

*This thesis is honorably dedicated to:*

*My Beloved Father and Mother: I .A Sugiono, S.pd & Murtiati*

Who understand me from the very deep,  
who support and motivate me.

*My Beloved Husband and Daughter: dr. Eky Setiyo .K. & Revania Nabil a .M.*

Who always supports me in any way,  
who fills my world with the sweetest love, joy, and happiness.

*My Beloved Brother and Sister: Rabi'ul Affan & Tsal is Mifta A.I .*

who always gives me spirit through his and her smile,  
who makes me realize what 'Sister' means.

## **MOTTO**

There is nothing so easy but that it becomes difficult when you do it reluctantly.

(Terence)

## **DECLARATION**

I hereby state that the thesis entitled “*The Use of Merpati Airlines Reservation Guidelines*” is an original piece of writing. I declare that the analysis and the research described in this thesis have never been submitted for any other degree or any publications.

I certify to the best of my knowledge that all sources used and any help received in the preparation of this thesis have been acknowledged.

Jember, 30<sup>th</sup> September 2010

The Writer

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Jember, 30<sup>th</sup> September 2010

Kiki Handayani Alkirom Igus

## SUMMARY

***The Use of Register in Merpati Airlines Reservation Guidelines; Kiki Handayani Alkirom Igus, 040110191001, 2010. 68 pages; English Department, Faculty of Letters, University of Jember.***

The general study of this thesis is sociolinguistics. Register as one of the parts of sociolinguistics refers to a set of words that speakers use to communicate in certain situations and chances reflects their social identity; this set of language is associated with distinct occasional or social groups. This thesis is conducted to describe of the kinds and the meaning of flight registers, the occasion when the Merpati staff use flight registers, and the categories of terms used by them in a week. The data are gained from Merpati Airlines Reservation Guidelines.

The type of this thesis is descriptive-qualitative research which is conducted by collecting the data, analyzing the data and then describing briefly the data. From the result of the data, the writer gets some conclusion. It is found that the registers are not only used in the office, but it is also used wherever they meet people with same job and when they meet customer or client. Meanwhile, the twenty six random flight registers is not entirely used in the occupational activities. There are 8 items which are always perfectly used by Merpati's staffs such as *boarding member, boarding point, booking/reservation, booking member, deplaning point, firming, itinerary, and on-line*. Besides, there have some items used in Merpati Airlines Reservation Guidelines have different meanings (closed register) from those used by people in common or stated in the *Oxford Advanced Learner's Dictionary*. They are *boarding member, boarding point, booking member, delivering member, firming, gap, interchange flight, interline, leg, local passenger, no show, portion, receiving member, segment, and standby/go show*.



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