CHAPTER V

CONCLUSION AND SUGGESTION

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This is the last chapter and this chapter covers the conclusion and suggestion from the writer.

5.1   Conclusion

To understand the register used by the announcers in the information center of Matahari Department Store in Plaza Tunjungan 3, Surabaya is not easy, certain codes are used in delivering the announcements for the employees on the air. It is impossible to understand the codes that are used by the announcers if we are not the employees of Matahari Department Store itself. It is in line with the statement spoken out by Holmes (1992:276) that it may be very difficult for outsiders to understand the register of certain group. By using codes, the announcers can deliver messages that are not understood by the customers. For example, if there is a thief and the announcement will use code to give information to the security so they can catch the thief easily without making the customers panic or feel unsecured.

As conclusion, there are three types of register used by the announcers in delivering the announcements to the employees of Matahari Department Store in Plaza Tunjungan 3 Surabaya, formal register, informal register and reporting register. Formal register is used to call the security. The second is formal register;

it is used with contraction, abbreviation and deletion, and the third is reporting register, it is characterized with flat intonation.

5.2 Suggestion

Having done this study, the writer expects that the findings will be useful for the students to know about register used by the announcers in the information center of Matahari Department Store in Plaza Tunjungan 3 Surabaya. The writer also hopes that the reader can understand the register of the other group, if they want their own group communication not to be understood by the other groups or outsider, they can use a particular register.

The writer suggests the students to cunduct similar studies. She suggests them to compare the registers used by the announcers in different department stores, or the registers used by the Sales Promotion Girls among the customers. Since this study was cunducted with a tape recoreder, she suggests further researchers to use handy cam. This tool enables them to record not only voice but also gestures, expressions of the announcers.

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