

An Analysis of Jargon Used by Gojek at RGI Golden Vienna – Serpong: A Sociolinguistic Study

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Abstract

This study aimed to analyze and discuss the form and the meaning of jargon used by Gojek drivers at RGI Golden Vienna – Serpong and its surroundings in communication. This study is based on Halligan's (2004) theory about jargon, which elaborated on four forms: acronym, abbreviation, word, and phrase. This study employed descriptive qualitative method in revealing the data. The writer used observation and interviews as the method to get valid data. The findings showed that Gojek drivers used four forms of jargon based on the theory. The writer came up with 40 data including 5 jargon were considered as acronyms, 4 jargon were considered as abbreviations, 27 jargon were considered as words, and 4 jargon were considered as phrases. The findings also showed that Gojek drivers used their jargon in their daily communication. Based on the result, word-formed jargon became the most dominant form used by Gojek drivers. Word simply became the most dominant because it is the root of a sentence.

Keywords: *Jargon, gojek, sociolinguistics, society, language*

A. Introduction

Every human is created to be a social creature. It means that human needs each other to live and cannot stand alone. As social creature, human surely needs to communicate with each other. Language is needed by humans as a tool of communication with each other. Humans and language are two things that cannot be separated. These two things formed humans into a new group of people or society. However, even though humans live together in society, they particularly don't have the same occupations, hobbies, and other life aspects.

In this case, the diversity of languages has already become a common thing in real life. In addition, language also evolves over time and period. It is marked by the variety of language used in society. "Variation-different ways of saying the same things" (Tuite, in Jourdan, 2006, p. 255). This life phenomenon emerges a new style and way to create and change language becomes new form and meaning. Jargon, a unique way to say something, is included in language variation.

Jargon is now broadly used in daily conversation among people or society who are in the same field. In conversation, jargon can be formed as words and also phrases. Yule (2010, p. 259) highlighted that "jargon is a special technical vocabulary (e.g. plaintiff, suffix) associated with a specific area of work or interest". In the same case, jargon also helps people to create and maintain connections among insiders and exclude outsiders, which means jargon used only can be well-understood by people who are in the same field, interest, occupation, etc. Gojek is one of many occupations in Indonesia that usually

have their own communities in a particular region. When a group of people is in the same field, usually they use their own jargon and these can be understood by insiders, but not by outsiders. Considering that there are many Gojek drivers on the road who surely have their community and jargon, Gojek is one of many communities that is interesting to be analyzed.

Since there are many previous studies that analyzed jargon in particular communities, the writer is also interested in conducting a study related to jargon in a particular community. However, there are several previous studies that did not include the attachment, appendices, or even transcribe to support the data.

There are two statements of the problem regarding this study, *(1) what are the forms of jargon used by Gojek at RGI Golden Vienna – Serpong and its surroundings?* and *(2) what are the intended meanings of jargon employed by Gojek at RGI Golden Vienna – Serpong and its surroundings?* As the result, this study is conducted to *(1) identify the forms of jargon used by Gojek at RGI Golden Vienna – Serpong? And its surroundings* and *(2) to find out the intended meanings of jargon employed by Gojek at RGI Golden Vienna – Serpong and its surroundings*. The theory from Halligan (2004, p. 98) that states there are four forms of jargon, which are acronym, abbreviation, word, and phrase, is employed to analyze the data in this study.

Before conducting this study, there are several related studies that become the references conducting this study. These related studies are stated as follows:

First, Khumairah (2017) conducted a study entitled “Jargon Used by Baristas in Kopi Api Coffee Shop Makassar”. The study aimed to discuss the form and the way jargon is used by Baristas in Kopi Api Coffee Shop Makassar. The writer employed the theories from Halligan (2004) and Yule (2006).

Second, a study entitled “Analysis of the Jargon Used by Players of the Clash of Clans, An Online Game”, is conducted by (Djawa, 2018). The study aimed to identify the jargon used by players of the Clash of Clans game, to find out the form, meanings, and how to use them. The writer employed the theories from Halligan (2004) and Chaika (1982).

The third is a study entitled “An Analysis of Jargon Used in Police Communication” that is conducted by Barus (2018). The study aimed to find out the kinds of jargon used in Polsek Siantar Marihat and to describe the meaning of jargon related to the intended meaning of policemen using jargon in their communications. The theory from Leech (1981) is employed in this study to analyze jargon using the semantic theory.

Sociolinguistics is the study that focuses on and is strongly related to language and society. In addition, Wardhaugh and Fuller (2015, p. 1) state that “sociolinguistics is the study of our everyday lives-how language works in our casual conversations and the media we are exposed to, and the presence of societal norms, policies, and laws that address language”. The statements above clearly describe that everyday life cannot be separated from language, whether in reality or even media.

When using language to communicate in everyday life, people should consider whether it is a formal or informal place or situation. Jourdan and Tuite (2006) say that “Language our primary tool of thought and perception is at the heart of who we are as individuals”. If people have considered the particular context and situation, the

conversation will be more effective. In this study's case, Gojek drivers surely use jargon in an informal situation. "The variety of language will be helpful for people to ease their communicating in the specific context" (Holmes, 2013, as cited in Sayekti, 2021).

Language is a tool used by humans to communicate and socialize by expressing their ideas and feelings through spoken words. In society, language can be a reflection between an individual and another individual. "Society is a group of people who are drawn together for a certain purpose or purposes" (Wardhaugh & Fuller, 2015, p. 2). Society does not merely mean a group of people who live in a village or something, but a group of people who are in the same field of occupation or organization can also be called a society. Chaika (1982, p. 2, as cited in Ardiyanto, 2011, p. 12) stated that "there is no human in a society that does not depend on, is not shaped by, and does not shape language". The statement describes that human, as social creature, depends on each other.

As Ardiyanto (2011, p. 12) states that "language is used to reveal someone's identity, character, and background in which he or she is unconscious in doing so". The statement relates to the Gojek driver's habits in their daily communication that using jargon shows their identity, character, and background as they are in the same field. Even though as an individual, people will speak differently between older and younger, there are no specific rules for people in using jargon.

"Jargon is a special technical vocabulary (e.g. plaintiff, suffix) associated with a specific area of work or interest" (Yule, 2010, p. 259). Jargon refers to the unique and special vocabulary that is only can be understood by members from one specific interest. Jargon is broadly used by a particular community to show their identity and establish their relationship. Jargon is not to the common, wide, and general public. In fact, in a particular community, the jargon is used to exclude outsiders, which means only insiders who can well-understand what they are saying.

Gojek is online transportation, delivery service, payment, and other online-based transaction. Established in 2010 in Jakarta, Gojek in Indonesia has spread to more than 50 cities in Indonesia and also 3 ASEAN countries; Singapore, Vietnam, and Thailand. Recently, Gojek provides transportation, food and goods delivery, payment, and other online-based services.

RGI is an enterprise that is developed by PT Gojek Indonesia. It includes the online application-based culinary business. RGI has spread into several cities in Indonesia, including Tangerang, Bogor, Bandung, Jakarta, Medan, and Surabaya. If the customers want to buy its food products, they must order using a mobile application and the order will be delivered due to it does not allow customers to dine in.

B. Method

The writer employed the qualitative method to collect the data. "Qualitative methodology refers in the broadest sense to research that produces descriptive data-people's own written or spoken words and observable behavior" (Taylor et al., 2016, p. 7). To collect the data, the writer utilized field research, observation, and interview techniques.

The data source for this study came from the conversation of Gojek drivers at RGI Golden Vienna – Serpong and its surroundings. Words, phrases, and even sentences are recorded using a recording tool.

To collect the data, the writer demonstrated some steps:

- 1) The writer went to the observation location;
- 2) The writer said a greeting, introduced himself, asked for permission, and told the purpose of the writer;
- 3) Turned on the recording tool and recorded the conversation with the Gojek drivers at the location;
- 4) Took notes from the conversation and utterances that contain jargon;
- 5) Relistened the result of voice recording and give the time-stamp to mark when the jargon is spoken in each sound file;
- 6) Identified, classified, analyzed, and write the data result on the thesis sheet.

After collecting the data, the writer analyzed, classified, and categorized the data based on the theory from Halligan (2004, p. 98). By employing this theory, the writer is able to classify and categorize the data, whether they are acronyms, abbreviations, words, or phrases. Lastly, the results are written down on the thesis sheet based on their category.

C. Findings and Discussion

Findings

After doing observation and interviews for approximately 2 hours, the writer turned off the recording tool. The writer came up with 40 pieces of data, including 5 acronyms, 4 abbreviations, 27 words, and 4 phrases that are based on Halligan's (2004) theory. The recording result files of observation and interviews are well-saved on the writer's laptop. The findings are presented as follows:

Acronym

"Acronym is a word formed from the first letter of the words that make up the name of something" (Oxford Learner's Dictionaries, n.d). The acronym also combines particular letters of words within phrases (usually the first letter) into a single term. Examples of acronyms such as NASA (National Aeronautics and Space Administration). From the observation data, the writer found 5 (five) jargon that are included as acronyms. They are presented as follows:

Extract 1: Recording 1 (06:29) (Day 2)

Driver: "*Kalo ngobrol sama ojol mah begitu...*"
(*"That is how having conversation with ojol..."*)

This conversation (**Extract 1**) was recorded on July 21st 2022. There was a driver who told the writer that was going to leave the location. Before the driver left, the driver told the writer the habit of Gojek drivers that having conversations with them will never be done. *Ojol* is shortened for *Ojek Online*.

Extract 2: Recording 1 (20:53) (Day 2)

Driver: "*Gue kena itu opik (ofik)...*"
(*"I once got opik (ofik)..."*)

This conversation (**Extract 2**) was recorded on July 21st 2022. There was a driver who told his experience of getting *Opik (Ofik)*. *Opik (Ofik)* is a shortened of *Orderan Fiktif*. It refers to an order that was made by unknown irresponsible people to fulfill their satisfaction.

Extract 3: Recording 1 (25:43) (Day 2)

Driver: "*Kopdar mulu sehari 7-8 kali...*"

*“It is always **kopdar** 7-8 times a day...”*

This conversation (**Extract 3**) was recorded on July 21st 2022. There was a driver who was invited to attend a discussion session, named **Kopdar**. Literally, **Kopdar** is a shortened of two words, **Kopi Darat**. **Kopdar** is a discussion and gathering session that is usually done by a particular community to discuss something and to tighten the friendship.

Extract 4: Recording 2 (16:35) (Day 2)

Driver: *“Ada yang udah **tupo** diterusin tuh...”*

*“Some have been **tupo** and then continue...”*

This conversation (**Extract 4**) was recorded on July 21st 2022. There was a driver who said about other drivers’ activities and habits in achieving their needs. Some felt enough and go home, and some did not feel enough and continued. **Tupo** is a shortened of two words, **Tutup Poin**. **Tupo** means if a driver has already reached the target point and got the bonus.

Extract 5: Recording 3 (06:34) (Day 2)

Driver: *“Ya kan dulu mah kita ributnya sama **opang**.”*

*“We used to clash with **opang**”*

This conversation (**Extract 5**) was recorded on July 21st 2022. There was a driver who told the writer about ojol experience in the past. Ojek Online used to clash with **opang**. **Opang** is a shortened of two words, **Ojek Pangkalan**. **Opang** is a conventional ojek who are usually found at crossroads and some public places such as train station.

Abbreviation

“Abbreviation is a shortened version of a word or phrase, usually consisting of part of the original word or phrase and usually punctuated with a period” (Hairstone & Ruskieweiz, 1988, p. 512, as cited in Djawa, 2018, p. 31). Abbreviation refers to a shortened phrase formed by the initial letters of each word and spelled letter for letter. For example, **“USA”** is spelled as **“Yu Es Ei”** not **“Yusa”**. From the observation data, the writer found 4 (four) jargon that are considered as abbreviations. They are presented as follows:

Extract 6: Recording 1 (19:51) (Day 2)

Driver: *“Terus kalo **resto** gue baru tau...”*

*“Then I just know about **resto**...”*

This conversation (**Extract 6**) was recorded on July 21st 2022. There was a driver who shared his knowledge about compensation for the merchant. The driver said **“Resto”** as the abbreviation of the word **“Restoran (Restaurant in English)”** to shorten the word. **“Resto”** is formed by taking 5 letters from the initial letter as the abbreviation. This abbreviation also can be considered as clipping.

Extract 7: Recording 3 (01:01) (Day 2)

Driver: *“Itu waktu lagi di **BC** Saya dulu...”*

*“It was when at my **BC**...”*

This conversation (**Extract 7**) was recorded on July 21st 2022. There was a driver who shared his experience when he was being interviewed by interviewers from another major to collect the data. **BC** is the abbreviation of **Base Camp**. **Base Camp (BC)** refers to a place where it is used to be a gathering point for community members.

Extract 8: Recording 4 (03:50) (Day 2)

Driver: “*Ada di atas kan notif doang?*”
(“*Just notif on the top, right?*”)

This conversation (**Extract 8**) was recorded on July 21st 2022. There was a driver who asked about the display of the application. The driver said “*Notif*” as the abbreviation of the word “*Notifikasi (Notification in English)*” to shorten the word. “*Notif*” is formed by taking 5 letters from the initial letter as the abbreviation. This abbreviation also can be considered as clipping.

Extract 9: Recording 4 (08:28) (Day 2)

Driver: “*PM apa suspend?*”
(“*PM or suspend?*”)

This conversation (**Extract 9**) was recorded on July 21st 2022. There was a driver who ask about the status of another driver. *PM* is the abbreviation of *Putus Mitra*. *Putus Mitra (PM)* refers to when the driver’s account is permanently disabled.

Word

Richards et al. (1985, as cited in Djawa, 2018, p. 31) highlighted that “Word is defined as the smallest part of the linguistics units which can occur on its own in speech or writing”. Word is formed of several letters that are combined to make the smallest unit of grammar which has a meaning. From the observation data, the writer found 27 (twenty-seven) jargon that are considered as words. The data are presented as follows:

Extract 10: Recording 1 (03:23) (Day 2)

Driver 1: “*Gue autobid!*”
(“*I did autobid!*”)

Driver 2: “*Engga. Di sono dapet?*”
(“*No. What did you get there?*”)

This conversation (**Extract 10**) was recorded on July 21st 2022. There was a driver who ask about order in Pamulang. *Autobid* refers to the feature of the application to make the order automatically accepted. The drivers do not need to press the screen if *Autobid* is activated.

Extract 11: Recording 1 (03:27) (Day 2)

Driver: “*Bagen dah kata gua dapet ke mana kek. Goride kek mau apa kek.*”
(“*I don’t care where I am heading. Goride or whatever.*”)

This conversation (**Extract 11**) was recorded on July 21st 2022. There was a driver who felt annoyed due to the booking. *Goride* means one of a service that is provided by Gojek. *Goride* is a bike transportation service.

Extract 12: Recording 1 (05:40) (Day 2)

Driver 1: “*Tuh, Pan. Bunyi Goride, Pan.*”
(“*Look, Pan. I get goride, Pan.*”)

Driver 2: “*Bukan orderan gua itu mah.*”
(“*That is not the order for me.*”)

This conversation (**Extract 12**) was recorded on July 21st 2022. There was a driver who proudly told that he got a booking request, then the other denied it. *Order* refers to the job or booking request that is requested by the passengers and given to the drivers to be done. The more orders the drivers get, the more money will be earned.

Extract 13: Recording 1 (17:09) (Day 2)

Driver: “*Emang iya customer kayak begitu.*”
 (“*Indeed. Customer is like that*”)

This conversation (**Extract 13**) was recorded on July 21st 2022. There was a driver who respond to the writer’s story. *Customer* refers to the users of the application. Customer is able to enjoy and give their rating to all of the services from Gojek.

Extract 14: Recording 1 (18:19) (Day 2)

Driver: “*Kalo di Gojek mah ada lonjakan kalau lagi rame*”
 (“*Gojek provides lonjakan (“Increasing fare” in English) if there are many bookings*”)

This conversation (**Extract 14**) was recorded on July 21st 2022. There was a driver who told that the shipping fare will increase (*lonjakan*) at the particular moment. *Lonjakan* (“*Increase fare*” in English) refers to the increasing shipping fare than the usual or normal fare.

Extract 15: Recording 1 (19:00) (Day 2)

Driver: “*Kalo orderan banyak, driver dikit, otomatis naik sendiri*”
 (“*If there are many orders but with low drivers, the fare will automatically increase*”)

This conversation (**Extract 15**) was recorded on July 21st 2022. There was a driver who told that the shipping fare will increase at the particular moment. *Driver* refers to the courier or rider partner who works for Gojek.

Extract 16: Recording 1 (21:54) (Day 2)

Driver: “*Gak kayak sekarang ada Gocek, ya?*”
 (“*There is Gocek now, right?*”)

This conversation (**Extract 16**) was recorded on July 21st 2022. There was a driver who ask about the new feature from Gojek, named *Gocek*. *Gocek* refers to the feature that allows its driver to check the restaurant before its application is approved by Gojek. *Gocek* allows the drivers to check the location, owner, product, and so on.

Extract 17: Recording 1 (23:40) (Day 2)

Driver: “*Kalo resto yang cancel gak dapet dia*”
 (“*If the resto cancel it, the resto cannot get it.*”)

This conversation (**Extract 17**) was recorded on July 21st 2022. There was a driver who shared his knowledge about the compensation for the merchant if the transaction is canceled. *Cancel* refers to if the transaction cannot be done due to a particular reason and it has to be terminated.

Extract 18: Recording 1 (23:56) (Day 2)

Driver: “*Dia bukannya super, masih gobiz.*”
 (“*It is not super, but gobiz.*”)

This conversation (**Extract 18**) was recorded on July 21st 2022. There was a driver who share his disappointment with the order. *Super* refers to the verified restaurant that must proceed the order several minutes before the driver arrived at its location.

Extract 19: Recording 1 (23:57) (Day 2)

Driver: “*Dia bukannya super, masih gobiz.*”
(“*It is not super, but gobiz.*”)

This conversation (**Extract 19**) was recorded on July 21st 2022. It was still the same context with extract 18. There was a driver who share his disappointment with the order. *Gobiz* refers to the unverified restaurant that has just opened for a few days and also the mobile application for the merchant for selling their products, foods, and beverages.

Extract 20: Recording 1 (27:48) (Day 2)

Driver: “*Gacor mah gacor aja, Bro.*”
(“*Once Gacor is always gacor, bro.*”)

This conversation (**Extract 20**) was recorded on July 21st 2022. There was a driver who denied others’ ideas about the mobile phone version and thought that the mobile phone version is not a problem. *Gacor* refers to the account that is able to get and receive many orders or booking requests even though there are many drivers surrounding it.

Extract 21: Recording 1 (29:00) (Day 2)

Driver: “*Udah update, Bang Maman?*”
(“*Have you updated, Brother Maman?*”)

This conversation (**Extract 21**) was recorded on July 21st 2022. There was a driver who ask about the version of the mobile phone problem. *Update* refers to making the software to the newest condition. If the software is not updated, it may lead to malfunction.

Extract 22: Recording 2 (05:03) (Day 2)

Driver: “*Tuyul gua udah gua lepas, tapi masuk lagi masuk lagi!*”
(“*I have disabled my tuyul, but it still comes on and on!*”)

This conversation (**Extract 22**) was recorded on July 21st 2022. There was a driver who told a joke when using *Tuyul* (fake GPS). *Tuyul* refers to fake GPS that is able to manipulate the drivers’ location to get the order faster.

Extract 23: Recording 2 (06:20) (Day 2)

Driver: “*Noh punya gua di-suspend engga?*”
(“*Is mine got suspended?*”)

This conversation (**Extract 23**) was recorded on July 21st 2022. There was a driver who ask about the status of her account due to a certain condition. *Suspend* refers to the temporary-disabled account due to breaking the rules or regulations.

Extract 24: Recording 2 (06:50) (Day 2)

Driver: “*Kan ada 90 tadi dapet tip lagi ceban.*”
(“*There is Rp. 90.000 since got the tip Rp. 10.000.*”)

This conversation (**Extract 24**) was recorded on July 21st 2022. There was a driver who wanted to loan the money. The other driver said “*Tip*”. *Tip* refers to the additional fee or bonus that was given by the customer to the driver for a particular reason such as good attitude, expert navigator, etc.

Extract 25: Recording 4 (16:43) (Day 2)

Driver: *“Ini tunai, rating jelek kan.”*

(“This is cash method, the rating is low.”)

This conversation (**Extract 25**) was recorded on July 21st 2022. There was a driver who was disappointed with an uncooperative customer. **Rating** refers to the total accumulated score from the appraisal that is given by the consumer to the merchant or restaurant. Also, **rating** refers to the total accumulated score from the appraisal that is given by the drivers to the consumer.

Extract 26: Recording 2 (09:35) (Day 2)

Driver: *“Belum ada kali itu Goresto-nya, ‘ya?’”*

(“Does it have Goresto yet?”)

This conversation (**Extract 26**) was recorded on July 21st 2022. There was a driver who ask about a new restaurant. **Goresto** refers to the application that is used by a restaurant to sell its products by application service.

Extract 27: Recording 2 (09:40) (Day 2)

Driver: *“Kemarin masalahnya gua dapetnya Goshop.”*

(“The problem is I got Goshop yesterday.”)

This conversation (**Extract 27**) was recorded on July 21st 2022. There was a driver who shared about what order he did get yesterday. **Goshop** refers to a service that is provided by Gojek to buy anything at a mall or restaurant.

Extract 28: Recording 2 (15:20) (Day 2)

Driver: *“Sekarang gak nge-blast. Kalo nge-blast mah kalo pas ujan tuh nge-blast.”*

(“It is not blasting now. It is blasting when it is raining.”)

This conversation (**Extract 28**) was recorded on July 21st 2022. There was a driver who shared his knowledge with the writer. **Blast** occurs when the weather is rainy and low drivers, there are many orders coming from a far distance and they keep coming on and on.

Extract 29: Recording 2 (16:05) (Day 2)

Driver: *“Itu dari jam 8 ke atas udah delay.”*

(“From 8 PM onwards, it is delayed.”)

This conversation (**Extract 29**) was recorded on July 21st 2022. There was a driver who shared about the duration of getting orders after 8 PM in the evening. **Delay** refers to when drivers have to wait a little bit longer than usual to get the next booking.

Extract 30: Recording 3 (05:03) (Day 2)

Driver: *“Yang pasti sih Gojek gak bakalan ngasih cash lagi, Bang.”*

(“I am sure that Gojek will not give any more cash, Bro.”)

This conversation (**Extract 30**) was recorded on July 21st 2022. There was a driver who shared with the writer how Gojek’s finance service works. **Cash** refers to when the customer or buyer must pay to the driver for their orders using real money, not electronic money (e-money).

Extract 31: Recording 3 (05:14) (Day 2)

Driver: *“Tapi kalo yang dari gopay-nya kita masih ada mah gak minus.”*

(“But if we have gopay balance will not be minus.”)

This conversation (**Extract 31**) was recorded on July 21st 2022. There was a driver who shared with the writer how Gojek’s finance service works. Gojek drivers

must have sufficient balance on their application. *Minus* refers to when the driver's balance is less than 0 rupiah.

Extract 32: Recording 3 (09:14) (Day 2)

Driver: “*Kita mainnya dulu main Gosend. Itu gak ada yang berani main Gosend.*”

(“We used to deliver Gosend. There was no one wanted to do.”)

This conversation (**Extract 32**) was recorded on July 21st 2022. There was a driver who shared with the writer about how Gojek drivers' condition in the early pandemic. *Gosend* refers to a service that is provided by Gojek to deliver goods and packages. This service is able to deliver anything on the same day.

Extract 33: Recording 4 (00:58) (Day 2)

Driver: “*Iya itu udah pake arah.*”

(“Yes, I had already use arah (“direction” in English).”)

This conversation (**Extract 33**) was recorded on July 21st 2022. There was a driver who shared about the traffic jam around Bintaro There was another driver who gave his suggestion using *arah* (“*direction*” in English). *Arah* refers to a special feature that allows being given a driver order that has the same direction where the driver wants to go.

Extract 34: Recording 4 (08:44) (Day 2)

Driver: “*Parah itu mah pokoknya. Banding ditolak.*”

(“It was very bad. Banding (“Consideration” in English) was rejected.”)

This conversation (**Extract 34**) was recorded on July 21st 2022. There was a driver who shared his dejection of being suspended a few months ago. *Banding* (“*Consideration*” in English) refers to a plea from the driver that is being suspended to relieve the sanction.

Extract 35: Recording 4 (10:36) (Day 2)

Driver: “*Driver-driver yang anyep kalo nongkrong sama yang gacor mah kenyang.*”

(“The anyep drivers will be satisfied if hanging up with gacor drivers.”)

This conversation (**Extract 35**) was recorded on July 21st 2022. There was a driver who shared a joke about the driver's income recently. The current income is far different from a few years ago before the pandemic. *Anyep* (“*Silent*” in English) refers to an account that is hard to get booking requests from customers.

Extract 36: Recording 4 (12:43) (Day 2)

Driver: “*Ampe ke-cancel tapi ora turun performa, Aneh.*”

(“Until it is cancelled, but it is not decreasing the performa (“performance” in English). It is weird.”)

This conversation (**Extract 36**) was recorded on July 21st 2022. There was a driver who are confused by the application system since his order was canceled. *Performa* (“*Performance*” in English) refers to the accumulation of how many the driver takes, rejects, misses, and cancels orders in a day.

Phrase

“Phrase is a syntactic unit which typically consists of more than a word and is intermediate between the word and clause level in sentences” (Finch, 2000, p.112, as cited in Djawa, 2018, p. 31). Commonly, a phrase is formed of two words that consist of nouns

and adjectives. Phrase will create meaning if two words are combined together. From the observation data, the writer found 4 (four) jargon that are included as phrases. They are presented as follows:

Extract 37: Recording 1 (23:07) (Day 2)

Driver 1: *“Nasi goreng, segala sate, martabak.”*
(“Fried rice, satay, martabak.”)

Driver 2: *“Bawa Angin.”*
(“Bringing wind (nothing)”)

This conversation (**Extract 37**) was recorded on July 21st 2022. There was a driver who shared his experience of getting fake order and he was told to bring an empty pack. *Bawa Angin* (“Bringing wind/nothing” in English) refers to when a driver is told to bring an empty box, pack, bag, and something by the seller or shop to fulfill a certain or unknown purpose.

Extract 38: Recording 1 (23:51) (Day 2)

Driver: *“Kan gua kemarin berdebat ama Call Center itu ngapa emang?”*
(“What do you think I was having debate with the Call Center yesterday?”)

This conversation (**Extract 38**) was recorded on July 21st 2022. There was a driver who shared his disappointment with the Call Center. *Call Center* refers to the live agent that is provided by PT Gojek Indonesia and also any other companies that is able to help drivers to solve their problems when working.

Extract 39: Recording 2 (06:22) (Day 2)

Driver: *“Kan gua waktu itu disuruh top up gua gak top up.”*
(“I was asked to do top up but I did not.”)

This conversation (**Extract 39**) was recorded on July 21st 2022. There was a driver who ask about the status of her account. *Top up* refers to an activity to add and invest more balance to an electronic wallet to fulfill particular rules. *Top up* can be done by using mobile banking or through the minimarket’s cashier.

Extract 40: Recording 2 (06:31) (Day 2)

Driver: *“Oooh berarti kalo gua log in bisa?”*
(“Oooh it means that I can log in to it?”)

This conversation (**Extract 40**) was recorded on July 21st 2022. There was a driver who ask about the status of her account, and whether she is able to use it or not. *Log In* refers to an activity that entering or visiting a particular private account.

D. Conclusion

This chapter deals with the conclusions and suggestions. These are based on the analysis of jargon used by Gojek at RGI Golden Vienna – Serpong and its surroundings which are stated as follows:

To sum up, based on the finding of this study, the writer concluded that there are 40 jargon used by Gojek community around RGI Golden Vienna – Serpong. The findings also found that there are 4 (four) forms of jargon used, these are acronym, abbreviation, word, and phrase. The word form is the most dominant form used by Gojek drivers. Gojek drivers used jargon in their conversations to facilitate conversation. Using jargon

within a particular community, profession, or even organization makes communication becomes easier and more understandable among insiders.

In the writer's opinion, there are still many unfamiliar languages or jargon that can be researched in the future. Considering that there are many communities or even organizations in Indonesia, jargon is an interesting topic to be discussed. For the next writers, especially those who want to conduct a similar topic, try to find any other communities that might be interesting and relevant from their location, number of members, and any other considerations. The writer hopes that this study can inspire the next writer who wants to research jargon in a particular community or profession. The writer also hopes for the next writer and researcher to make a deeper analysis of the same or another object.

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