AN ANALYSIS OF ADDRESS SYSTEM USED BY THE CHARACTERS IN CHAOS@WORK'S MY STUPID BOSS NOVEL

THESIS

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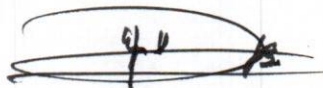
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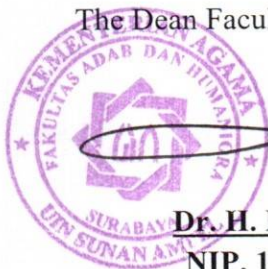**STATE ISLAMIC UNIVERSITY SUNAN AMPEL SURABAYA**

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ABSTRACT

Language is important for everyone to interact to the other. But before a person talking to another person, he/she used to initiate an address. Every language has a different address.

In this thesis, the writer proposes two research questions. Firstly,it identify the terms of Address System that is used by the all characters in My Stupid Boss Novel. Secondly, it describes the factors of Address System that is used by the all character in My Stupid Boss Novel. In this study, the writer also uses a qualitative approach because the data collected are in the form of words not about numeric. She applies both of research problem into descriptive method and content analysis as well to obtain descriptive information.

The results of this study indicate that in the novel has been explained about address system. They are First Person Singular, First Person Plural, Second Person Singular, Second Person Plural, Third Person Singular, and Third Person Plural. Then, the writer has been explained about when and by whom a person using formal and informal of address and based on the factors that influencefor person to call someone. When person meets with higher position or older than him/her, automatically, he/she uses formal address. Conversely, if person meets with his/her friends, he/she uses informal address.

Key terms: Language, Address, Factors of Address.

MASRUROH, LAILATUL 2014, AN ANALYSIS OF ADDRESS SYSTEM USED BY THE CHARACTERS IN CHAOS@WORK'S MY STUPID BOSS NOVEL: Dr. H. A. DZO'UL MILAL, M.Pd.

ABSTRAK

Bahasa adalah penting bagi setiap orang untuk berinteraksi dengan yang lain. Tapi sebelum seseorang berbicara dengan orang lain, seseorang biasanya memulainya dengan sebuah pengalanatan. Setiap bahasa memiliki pengalamatan yang berbeda.

Dalam skripsi ini, penulis mengusulkan dua pertanyaan penelitian. Pertama, mengidentifikasi bentuk-bentuk system pengalamatan yang digunakan oleh semua karakter di dalam novel My Stupid Boss. Kedua, penulis menjelaskan faktor-faktor system pengalamatan yang digunakan oleh semua karakter di dalam novel My Stupid Boss. Dalam penelitian ini, penulis juga menggunakan pendekatan kualitatif karena data yang dikumpulkan adalah berupa kata-kata bukan tentang angka. Kedua rumusan masalah penulis menggunakan metode deskriptif dan isi analisis juga untuk mendapatkan informasi deskriptif.

Hasil penelitian ini menunjukkan bahwa dalam novel telah dijelaskan tentang sistem alamat. Sistem tersebut adalah First Person Singular, First Person Plural, Second Person Singular, Second Person Plural, Third Person Singular, dan Third Person Plural. Kemudian, penulis telah menjelaskan tentang kapan dan oleh siapa orang yang menggunakan formal dan informal dari alamat dan berdasarkan faktor-faktor yang sangat berpengaruh pada orang yang memanggil seseorang. Ketika seseorang bertemu dengan posisi yang lebih tinggi atau lebih tua dari orang memanggil, secara otomatis, orang yang memanggil tersebut menggunakan pengalamatan yang formal. Sebaliknya, jika seseorang bertemu dengan teman-temannya, orang tersebut menggunakan pangalamatan bentuk informal.

Kata Kunci: Bahasa, Pengalamatan, Faktor pengalamatan.

CHAPTER I

INTRODUCTION

In chapter 1, the writer will explain and show about the reasons why the writer conduct a research, problems found in the data, explain about purpose the writer to make and choice a research problem, the benefit of the writer conduct this research. Here, it contains about Background of Study, Research Question, Objective of the Research, Significant of Study, Scope and Limitation, Organization of Writing, and Definition of Key Terms.

1.1. Background of Study

When people want to interact with others in anytime anywhere they must use a communication but it needs a language to do. Without a
language, people will get some troubles when they do their activities and toward the others. There are no people or society without a language.

Society depends on language, and language depends on the society because language is made by society. Hence, there must be a relationship existing between language and society. According to William Dwight Whitney (1827–1894), citing the following crucial passage: Speech is not a personal possession but a social: it belongs, not to the individual, but to the member of society. And no item of existing language is the work of an

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individual; for what we may severally choose to say is not language until it be accepted and employed by our fellows.

The interdependency of these two entities, language and society led to the study of sociolinguistics. Sociolinguistics is the study of all aspects of linguistics applied towards the connections between language and society, and the way we use it in different language situations. People use language to communicate with others every day and use different kind of language when they talk to others in different situation and condition. Janet Holmes (1992:1) said that sociolinguistics study the relationship between language and society.

Each language has levels in their styles and characteristics of language. Each language also has an own address term. Address is a term which used by people when they are speaking with others and it depends on their education, their social standing, their profession or their specific work.

It can even be determined by their nationality or their country. Based on dictionary address is the one to whom something is addressed.

Address is one of part of language varies. According to Janet Holmes language varies based on user or using and where it is used and to whom. The address system affects our choice of code and variety. Hearer who is receiving when someone is speaking, it usually seen from the hearer familiarity, background, meets the speakers to the hearer intensity that determines the style or variations of the language their use. If someone is already familiar, automatically the style of language used tends to be more

relaxed. Conversely, if someone speaks to others who have not been too well known, their use style will be more regular.

When someone speaks to others who are close friend, simply their language style is different when they use it with common friend. For the intimate, the language style is more relaxed. Each people have the way of greeting even different, people should be saw the condition when is talking with close friend or intimate. There is also different the ways of conversation when speaking with a closes friends, ordinary friend, and acquainted.

In this case, people address each other using different multiple names: sometimes using first name or last name, sometimes title names, sometimes using praise names or nicknames and sometimes using creating phonetic nickname. These different multiple names are used in free variation. Nicknames are only use to addresser address directly by friends or acquaintances. The other members of the society may only refer to the names in secret. When people using different multiple name, there are several factors that influence in the address system.

Address system is not only found in daily life, it is also found in novel. One kind of Indonesian literary book that is much influenced by address' system is a novel. (Whitney 1867:404) As one of the literary work, novel also provides us so many sociolinguistic features to be learnt. In this case, the writer will choose one kind of novel as an object of the study, it includes in address system and. In this research the writer will discuss one

of the novels, which is titled *My Stupid Boss*. The novel of *My Stupid Boss* is one of the novels written by Chaos@work, an Indonesian writer who is now living in Malaysia. The novel uses Malaysia setting even though the characters in this novel come from Surabaya. It tells about a woman who is work in the office. She is a manager. Then, anytime she works, always gets trouble because of her boss stupidity. Then, she always gives a strange nickname but if she meets with her boss, she called sir.

Based on that statement, thus, study about language is very important for communication and interaction with others. Each country has different levels in style and variation language to have some polite behaviors from that country than others. There are kinds of address in the novel gets the writer's attention. Besides, the writer is interested in understanding why the characters in this novel using address in office which has been as their form of address behaves when they are in an interaction with each other. Hence, the writer titles this research "An Analysis of Address System the characters in Chaos@work's My Stupid Boss Novel."

1.2. Research Question

1) What terms of address system are used by the characters in My Stupid Boss by Chaos@work novel?

2) What factors of address system are used in My Stupid Boss novel?

1.3. Objective of the Research

1) To identify the terms of address' system used by the character in My Stupid Boss by Chaos@work novel.

2) To describe the factors of address system used in My Stupid Boss novel.

1.4. Significance of the Study

The significant of the study is firstly to make the reader get information and some understanding about how study of address term in a novel. Secondly, through this analysis the writer can describe and show there are a lot of names appear based on how one person have relationship to the other person. Then finally, this analysis can help little for the student of English department in guiding them in advance study with same point of view.

1.5. Scope and Limitation

In this paper, the writer will focus in the conversation that is used by characters in My Stupid Boss by Chaos@work novel. And this study concern with address system and factors are used by characters in My Stupid Boss by Chaos@work novel.

1.6. Organization of Writing

In this paper, there are five chapters. They are chapter I, chapter II, chapter III, chapter IV, and chapter V. In the Chapter, I will show about an introduction that consists of Background of Study, Research Question, Objective Study, Significant, Scope and Limitation, Presentation and Key Terms. In Chapter II, it deals with the review on related references that consists of previous studies, the researches which are almost similar and the theories in doing the research. It contains explain about Sociolinguistics, Language Style, Terms of Address, and Factors of Address. In Chapter III, it describes research methods that contain research approach, population and sample, unit of analysis, method of collecting the data, method of analyzing the data, and method of presentation the data. In Chapter IV, it comprises the data analysis, which consists of finding results and discussion. In Chapter V, it contains the conciusion and suggestion of the study.

1.7. Definition of Key Terms

1. Based on Richard Nordquist, **language** is a human system of communication that uses arbitrary signals, such as voice sounds, gestures, or written symbols. The study of language is called linguistics.

2. **Communication** is the exchange and flow of information and ideas from one person to another; it involves a sender transmitting an idea, information, or feeling to a receiver (U.S. Army, 1983).

3. **Address system** is the term "terms of address" only refers to vocatives, i.e. terms of direct address to call persons such as names, like *Mary*, titles without a name, like *Sir* and *Doctor*, or any word used to address a person, like *hey* and *man* (Chao 1956:217).

CHAPTER II

REVIEW OF LITERATURE

This chapter will show the related studies and theoretical framework which is influenced and included of analysis in this research based on the theory, and the theories which are used to analyze the data. It contains about Sociolinguistics, Language Style, Terms of Address, and Factors of an Address.

2.1. Theoretical Framework

2.1.1. Sociolinguistics

Language is very crucial for someone. There are no people or society without a language. The role of a language among the people in this life is very important. The study of linguistics reveals that language
and society cannot be separated to be investigated. It develops into sociology of language. It can call sociolinguistics.

Fishman (in Chaer and Agustina, 2004:3) says that, 'sociolinguistics is the study of the characteristics of language varieties, the characteristics of their functions, and the characteristics of the speaker as these three constantly interact, change and change one another within a speech community". In addition, Holmes (2001:1) says that sociolinguistics is concerned with the relationship between language and the context in which it is used. Examining the way people use language in

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different social contexts provides a much information about the way language works, as well as about the social relationships in a community, and the way people signal aspects of their social identity through the language.

In this case, sociolinguistics does not discuss and focus in the structure of a language, but it focuses and discuss on how a language is used. From that statement, the writer get a description that people also will be faced a language conflicts before sociolinguistics appears.

So, it is clear that the role of sociolinguistics is to manage a language as its functions in society, or in other words sociolinguistics is a deal with a language as equipment of communication to interact with others or society.

2.1.2. Language Style

According to Janet Holmes, 2001, there are some definitions of style are:

1) Style is language variation which reflects changes in situational factors, such as address, setting, task or topic.

2) Style is often analyzed along scale of formality.

3) The level of formality is influenced by some factors like the various differences among the participants, topic, emotional, involvement, etc.

In daily interaction, people usually choose different styles in different situation too. They choose particular variety style because it makes them easier to discuss a particular topic where and when they are speaking. For example, when someone is speaking about work or school at home, they may use the language that is related to those fields rather than the language used in daily language communication at home.

Wardhaugh (2006:51) said that we can speak very formally or very informally, our choice being governed by circumstance. Martin Joos (1972: 278) in his book *"The Five Clocks"*, he classified both spoken and written style into five levels. They are such as follow:

1) Frozen

Frozen is a language style that is used in the formal event or ceremony. Usually, when it uses in the speech that is used in public,

it has a fixed form and the text does not change. For example of frozen is a proclamation text.

Based on Janet Holmes, it is the most formal style that usually used in respectful situation or formal ceremony. It is also called oratorical style which characterized by the very careful, has fixed form, and has symbolic or historical nature.

2) **Formal**

There is a similarity situation between formal style and frozen style. It is a formal event or ceremony. Formal style is a language style that is used in the formal event or ceremony. For example formal style is a speech in the meeting.

Based on Janet Holmes, generally, it is used in the formal events, talks about the serious problem such as in the formal speeches and official meeting. The characteristics of formal language are its careful and standard speech, low tempo speech, technical vocabulary, complex and divergence grammatical structure, use of full name address, avoidance of main word repetition and its use of synonyms.

3) **Consultative**

Consultative style is a language style that is used in the group discussion event. Usually, the language that is used is in the formal event but the language that is used is relaxed. For example of consultative is conversation in the companies. When, the Boss speaks with the manager.

Based on Janet Holmes, it is used in some group discussion, regular conversation at school, companies, trade speech conversation, etc. it was the most operational among the other styles. One of the characteristics of consultative language is its tendency of

average speed, which is higher than formal style. The sentence tend to be shorter (resemble or indeed, phrase) and less well planned (tend to spontaneous). Since it is spontaneous, people tend to repeat some unnecessary words, choose the wrong word choice or use many slang or jargon.

4) **Casual**

Casual is a language that is used in the informal event or ceremony. The language that is used is in relaxed time. For example of casual style is in the daily conversation. When, a friend speaks with other friend class.

Based on Janet Holmes, it is often used in the conversation between friends or family. It is usually applied in daily conversation, in relaxed time such as when they picnic or sport, etc. It also uses colloquial words (informal words, and usually apply in daily conversation). In this style people often use slang language where the sentences tend to be shortened and the disappearing word.

5) **Intimate**

Intimate style is a language style that is used in the so relaxed time or in the informal event/ceremony. For example of intimate is when a person speaks with his/her close friends.

Based on Janet Holmes, intimate is a style among intimate members of a family or friends that do not need a complete language with clear articulation. It is enough to use short utterances. Another characteristic of this style is grammar unnecessarily used here, because it can bring disorder to this intimate style.

2.2.1. Address

2.2.1.1. Definition of Address

Address is a terminology used by people when they are calling to others and this varies according to their education, their social standing, their profession, their sexual, their status or their specific kind of work. It can even be determined by their country or their ethnicity. According to dictionary address is the one to whom something is addressed.

According to Richard Nordquist, address system is a word, phrase, name, or title (or some combination of these) used in addressing someone.

2.2.1.2. Terms of Address

Terms of address, defined loosely as words used in a speech event that refer to the address of that speech event, can be extremely important conveyors of social information (Parkinson 1985:1). In this paper, the

term "terms of address" only refers to vocatives, i.e. terms of direct address to call persons (Chao 1956:217), such as names, like *Mary*, titles without a name, like *Sir* and *Doctor*, or any word used to address a person, like *hey* and *man*.

The study of personal address has been a popular topic within sociolinguistics, because terms of address open communicative acts and set the tone for the interchanges that follow. Also they establish the relative power and distance of speaker and hearer (Wood and Kroger 1991:145).

Brown and Ford (1961:378) state that speaker may use more than one form of the proper name for the same address, sometimes saying TLN, sometimes FN or LN or a nickname, sometimes creating phonetic variants of either FN or the nickname.

According to Bennylin, forms of address as in any language, there are many ways of addressing someone in Indonesia. He divided into 6 pronouns. They are first person singular, first person plural, second person singular, second person plural, third person singular and third person plural.

Based on that statement, there are many terms of address system to address someone. But, all of them are used by people based on the factors that is influenced it.

2.2.2. Factors use Form of Address System

When people want to interact with others for the first is using address system. In address system, there are several terms of address. Usually, people use different multiple of name to call someone or others. Sometimes, they use nickname, title, or pronoun, and so on. But, before people call someone, they should be known their age, gender, social distance, solidarity, and their social background.

Based on Janet Holmes theory there are five factors. They are social distance, solidarity, age, gender, and social background. Hence, the writers choose Janet Holmes' theory.

According to Introduction to Sociolinguistics by Janet Holmes, social distance is about the relationship between people. It means how much we know someone well or not. Formality increases between participants (speaker and hearer) when the social distance is greater. Informality (solidarity) increases when the social distance is little between participants (speaker and hearer). So, social distance is a relationship between one person to other person who have a well relationship so the solidarity that is used is informal terms. Conversely, when the relationship is not well or one person to other person does not know each other so the solidarity that is used is formal terms.

2.2. Previous Studies

The writer was read and found some thesises that include in the same theory like the writer uses in her thesis. It is an address system.

First, the title of thesis that include in the same theory is Address System and Register of the Seller at Modern and Traditional Market that wrote by Nura Kurniawati, 2005. In that thesis, the writer explains about address system which is used by seller in traditional and modern market. She makes a table to clasify the addres term, she devided the address term into two parts, for example: the first term that she used is *Pak* and *Bu* in the traditional and modern market. And the second is *Mbak* and *Adik*, but the writer also use the theory of register.

Second, the title of thesis that include in the same theory is Choices in Terms of Address: A Sociolinguistic Study of Chinese and American English Practices by Xizhen Qin, 2008. In that thesis the writer was comparing both english and china movie with using theory address system, the writer used the theory by Kroger and Brown's Invariant Norm of address. Kroger divided interpersonal relationships into six categories according to equality and intimacy. The six dyadic categories are illustrated in the following chart. These are: (a) unequal intimate dyads: self superordinate; (b) unequal intimate dyads: self subordinate; (c) unequal non-intimate dyads: self superordinate; (d) unequal non-intimate dyads: self subordinate; (e) equal intimate dyads; (f) equal non-intimate dyads (Kroger et al. 1984).

CHAPTER III

METHOD OF THE STUDY

It describes research methods that contain research design, the data, method of collecting the data, method of instrument the data and method of analyzing the data.

3.1. Research Design

The research design of this study is a descriptive qualitative. It is a method based on the data that is about words or sentences and not about the number. Based on Issac and Michael (1987:42), descriptive qualitative method since it provides a systematic, factual and accurate description of a situation of area.

Other definition of descriptive qualitative method, according to
Susilo (2013:59) descriptive qualitative data adalah data kualitatif yang tidak lain adalah materi mentah (pengalaman dan perspective individu) yang telah dikumpulkan oleh peneliti dan fenomena dunia yang diteliti. (Descriptive qualitative data is a qualitative that consists of raw data (based on an experience and perspective individual) which is collected by the researcher and a world phenomenon that is researched).

In arranging the method of the research, the first step before doing is process of collecting and analyzing data. The method in research is selected by considering its appropriateness with the research object. In this

case, the object determinates the method, not in the other hand. This research method in the paper is arranged based on the problem analyzed and the main purpose of the research.

3.2. Data Source

In this paper, the writer chooses My Stupid Boss Novel as her data source. In that novel there are some conversations that include in the address system. Then the writer sees it if there are some possibilities that the conversation can be analyzed using the address system.

3.3. Technique of Data

3.3.1. The Data

Unit of analysis on this research is one statement that is related by the characters in My Stupid Boss Novel by Chaos@work. The realization of the data can be a word, a clause, or a clause complex which is seen in the source. For instance: The names or pronoun that includes in address system of this research there will be analyzed about its terms and factors using it.

3.3.2. The Collecting Data

In this research, the writer who is used an observation. The observation concerns address system in the My Stupid Boss Novel. The writer read the Novel and selected all the address system which exists in it. The writer also collected all data about the factors of address system in the novel.

3.3.3. The Instrument Data

The data that is used by the writer is from the book. It includes in the novel. The title novel that is used by the writer is My Stupid Boss Novel. The writer is not only taking a novel to analyze the data, but she is also taking some books as support.

It also other support that used by her, internet is a large group of computer network that is useful for the writer. It is used to get and send

some information. Because of that, the writer is also taking an internet to get some information which can help her in order to analyze the data. It becomes one of the sources to explain the data analyze in this paper.

Instrument data in this study is novel, the internet and a few books related to the topic. The author was able to find a novel that is also used for materials and tools used to examine. Researchers also noted that the data included in the conversation of the character that is in the novel to identify and classify into their respective categories. The author also uses several books as a reference to find a theory that is related to the topic.

3.3.4. The Analysis Data

In this paper, the writer uses some steps to collect the data. For the first steps that the writer takes in the Analizing is reading and understanding the whole My Stupid Boss Novel by Chaos@work. The second step is an observation that the writer uses to choose the quotation or utterances which have the characteristics of address system. Then, the third step is classifying the data based on the terms and factors of the use address. After that the fourth step that the writer takes is describing the terms and the factors of the use of address and sample that are found in the Novel. And then the last step is drawing conclusion from above.

Then, the writer tries to take a note on the statements or words that is produced by all of the characters in the Novel of My Stupid Boss by Chaos@work. It is based on Sudaryanto (1993:135) the writer uses note-taking technique.

So, in this technique, the writer does not only get concerned directly in the dialogue that is produced by the characters, but also the narration in the My Stupid Boss Novel by Chaos@work.

CHAPTER IV

FINDING AND DISCUSSION

In this chapter, the writer is going to analyze the data of address system and function of an address, after identifying the address system used in *My Stupid Boss* novel by Chaos@work. Firstly, the writer classifies the data based on the terms for example first person singular, first person plural, second person singular, second person plural, third person singular and third person plural. The last step the writer present what are the factors of an address those data. The step the writer will present what are the factors of an address those data.

4.1. Terms of Address system

Terms address system that is included in the Novel; it is divided

into six terms of address.

4.1.1. Terms of Address Used by Characters in the My Stupid Boss Novel that Include in First Person Singular

In this theory, it shows the terms of address used by characters in the novel that include in first person singular. There are two kinds of First Person Singular that the writer found in the novel. They are *Saya* and *Gue*. It is conversation and a narrator who is used in her/himself. It includes in

an own name with people who know his/her. The original meanings of *Saya* or *Gue* are "him/herself" but it knows generally means "I" known in English.

This is the example of *Saya* terms of address that is used by the characters in My Stupid Boss Novel.

> **Boss:** *Ini lesen <u>Saya</u>...*
> **Polisi:** *Ini apa? (Pak Polisi tunjukin duit rm 100)*
>
> **Boss:** This is my Driver's License....
> **Police:** What is this? (Police shows money of 100 rm)
> (Chaos@work:Page 86)

Based on the above statement, it is a conversation between a boss and a police. The policeman who was fined the rider, boss, and police asked for his driver's license. Then boss told that this is my driver's license to police. He uses a formal conversation to respect his interlocutor because based on the condition where the conversation is happening on the street is no longer at the office. Judging from the condition here Boss is no longer becomes a boss, but he was just an ordinary driver when he is in the car. Instead the policeman that holds the balance on the street.

This is the example of *Gue* terms of address that is used by the characters in My Stupid Boss Novel.

> *Terus dia Pakai baju. Si Alam ini penguasa Bahasa Melayu alakazam banget. Tapi karena Gue udah biasa ngobrol sama mereka, amazingly Gue ngerti.*
>
> Then, he wears clothe, this person, Alam, is an expert in Malay language. But, because I was used to talk to them, amazingly, I am understood.
> (Chaos@work:Page. 62)

Based on that statement, it tells about the conversation that is happening in the office between the author and Alam. The author and Alam, both of them is a friend in the same factory.

Gue are a pronoun address for first person singular. It is used in an informal event because if there are two people who have high intimacy, then automatically they use it as how they call him/her self. It is usually used especially by Jakarta people and this address term derives from Hokkien Chinese like Bennylin said in the internet.

There are some factors that underlays the person to use *Gue* or *Saya* term when they are speak to other. First, *Saya* are same meaning with *Gue* and it is a pronoun for first person singular too. But, *Saya* is used in a formal condition. It is different with *Gue* term that only used in casual condition, it cannot used in a formal condition such as in school when student mention his/ herself using *Gue*, it sounds like he/ she has not a

politeness in way how to interact with others in school especially when they try to speak with their teacher. And also there are some places that someone should be careful to say this term when they are in the formal place. This formal condition can be found in some place for example in office when the employee with boss, in home a child with their parents, outdoors a person younger talks to the older person (not in equal age), and many more.

4.1.2. Terms of Address Used by Characters in the My Stupid Boss Novel that Include in First Person Plural

In this theory, it shows the terms of address used by characters in the novel that include in first person plural. Terms of address used by characters in Novel that include in first person plural are *Kami* and *Kita.* The generally meanings of both of them in English is "We/Us/Our".

Kami is used when there is first person singular and added with one or more person. This is the example of *Kami* terms of address that is used by the characters in My Stupid Boss Novel.

Di US Embassy, tamu bulenya masuk dan <u>Kami</u> nunggu aja di mobil. Boss bilang gini ke Gue, "Eh Saya mau ambil beberapa boks barang di Puchong. Mobilnya gak muat. Kamu balik ke kantor aja, ya?"

In US Emabassy, the foreign guest enters and we waited in the car. Boss said to me, "I want to grab a few boxes of goods in Puchong. There is no space in the car. So, you better back to the office, okay?"

(Chaos@work:Page 163)

Based on the above statement, that conversation is happening between the employee (the author and Mr. Kho) and Boss. The author says *Kami* because the author said it as she is not alone in the car but she is with Mr.Kho.

This is the example of *Kita* terms of address that is used by the characters in My Stupid Boss Novel.

Gue: (natap sinis) Mau apa datang ke sini?

Boss: Waaah.... Kamu masih marah, ya? Aduh jangan ngambeg doooong... kita kan sebangsa setanah air loh! Ingat sumpah pemuda, kan? Satu nusa, satu bahasa, satu.... errr... apalagi ya yang satu lagi? Ah, sudahlah... pokoknya, <u>kita</u> harus saling membantu! Apalagi kita sama-sama perantau di sini...

I: (looking sardonically) what do you want to came here?

Boss: Waaah... you were still angry? Please, do not mope... we were a country man! You still remembered of Sumpah Pemuda, right? One island, one language, and one.... Errr.. I am forgotten what is the next? Ok, it is no problem. The important thing is we must help each other! And we have the same country.

(Chaos@work:Page 190)

From the above statement, that is a conversation in the office between Boss and his employee. When it is seen based on a social distance the conversation has been done by someone who has a high position (Boss) with a lower position (Employee). So the conversation that they are used is informal conversation. So then, Boss uses *Kita* terms of address in that conversation.

Some factors that makes person used *Kami* are when he/she is in a formal condition, also if the person is did not recognize who is his/her interlocutor. Moreover the interlocutor is has high social distance than the party, the person and his company. And also it is used when the person speak to older person than his party. *Kita* is different with *Kami* that can be used in formal condition. *Kita* is can be used in casual condition. Also it is used when a person and his party are speak with other that they have a high intimacy for their relationship. And also they are same age or equal to each other.

4.1.3. Terms of Address Used by Characters in the My Stupid Boss Novel that Include in Second Person Singular

In this theory, it shows the terms of address used by characters in the novel that include in Second Person Singular. Terms of address used by characters in Novel that include in second person singular are

Bapa/Pak, Ah, Ibu/Bu, Mbak/Kak, Nickname, Title and Kamu. It is found in conversation and narration lines form when there is a person speaks to others people. It includes how they call own name with people who know his/her. The generally meaning how the term is translated in to English such as: *Bapak/Pak* is "Sir/Mr.", *Ibu/Bu* is "Mom", *Mbak/Kakak* is "Mrs.", Nickname is usually used to call someone with shorten name version, Title, and *Kamu* is You.

This is the example of *Bapak/Pak* terms of address that is used by the characters in My Stupid Boss Novel.

Bapak or *Pak*

Usually, *Bapak* or *Pak* is used by people who have an older age. Sometimes it is used by a person who is not known and has a higher position or certain of position. Sometimes when a person called with using *Bapak/* Mr., it is usually means they are married man. So, when the other already know that person status, if he/ she is younger than that person they will automatically call him with *Bapak/* Mr., additionally it gives respect to them.

This is the example someone calls *Pak* or *Bapak/*Sir with others that related in conversation of the characters in the My Stupid Boss Novel.

> **Boss:** *Selamat siang, <u>Pak...</u> (plangas plenges)*

> **Boss:** Good Afternoon, Sir...
>   (Chaos@work: Page 183).

From the above statement, the Boss addresses the Minister using term *Pak* when he meets him in an airplane. He calls him like that because there is a different social distance. They have low solidarity (formality) between the Boss (only ordinary passenger in the minister's point of view) and the Minister. And using *Pak* terms, usually it is used in the relax time.

This is the other example of the conversation of character in My Stupid Boss that include in *Pak/Bapak* form of address.

> **Gue:** *Trus, ngapain <u>Bapak</u> suruh Saya datang?*

> **I:** Then, Why did you be order to me come?

> **Boss:** *Nah, itu yang Saya mau tanya dari tadi pagi. Kenapa kamu datang?*

> **Boss:** I will ask you. Why do you come?
>   (Chaos@work:Page 163)

From that statement, it tells about the employee speaks with her Boss. It has same meaning with *Pak* term of address. The social distance between employee and Boss is not intimate because they have different position. If the employee is lower position, then Boss is a higher position.

But, in that conversation the employee wants to provide confirmation of the conversation, so she uses an address confirmation. It is a *Bapak* term.

The italic and underline word is an address form of *Pak/Bapak* it has meaning and can be used on Sir/Mr. in English. It is constructed by first person singular. *Pak* is an address form of Indonesia. Usually, it is used by people to call someone who is older age and in the formal condition. Sometimes it uses for person who has a higher position in his/her job. *Pak* is a vocative form of *Bapak*, which originally means father, but it also used to address an adult male.

There is an address form of *Bapak* it has meaning and can be used on Mr. in English. It is constructed by first person singular. It means a married male person or a male person who is higher position. Sometimes there is someone calling Mr. with others, usually it is addressed by adult.

Ah

Ah is an address term from Korea. *Ah* is additional particle to call someone who is already known. Usually, when one person calls other person who has a name ending in consonant, she/he uses *Ah* term.

> **Boss:** *Gak usah ladenin si <u>Ah Cay</u>! Dia juga beli service murah kok gitu!*
> **Gue:** *Loh, kan Bapak yang kasih harga?*
> **Boss:** *Habis, dia paksa turun terus! Kalo dia minta mesinnya diambil, bilang aja barang gak ada!*

> *Gue: Kalo dia datang ke pabrik?*
>
> *Boss: Bilang aja sibuk! Kamu buat list utang-utang si Ah Cay. Kamu tagih ke dia. Yang belum jatuh tempo pun tagih! Ngomong kasar aja langsung! Bilang mau ambil barang boleh, tapi bayar dulu dong!*

> **Boss:** Don't be served of Uncle Cay! He also bought so cheap service anyway!
>
> **I:** Sir that is you were gives a price for him, don't you?
>
> **Boss:** He forcibly kept down! If the engine is taken, you just say no goods.
>
> **I:** If he comes at factory?
>
> **Boss:** I am busy! Then, you create a list of debts payable of Ah Cay. You ask the receivable to him. Although, the bill is due course! Rough talk! If he wants to take the goods, he must pay first.
>
> (Chaos@work:Page 53-54)

From the above statement, it tells that *Ah Cay* who is a customer in his office boss, who is also a close friend of the boss while in America. Because of *Ah Cay* is Boss' friend, he calls him with *Ah* and his ending name is consonant. When *Ah Cay* came to Boss' office, Boss always gave him an incredible price. But in the end he just shows his resentfully.

There are some factors that why the person use *Ah* term when they are speak to other. *Ah* is used in an informal condition or casual condition. *Ah* is usually used by people who are same position or on an equal. It can use for boy or girl that have ending name a consonant. It also can use for someone who is loved.

Ibu/ Mom.

It is not different like how a person called *Bapak*/ Mr., *Ibu* or Bu/ Mom, is also used for married woman. The role is same with how title *Bapak*/ Mr., works in society.

Usually, Bu/ Mom are representing a person; especially they are a woman, which is older than the caller. The person is also has a high fame at that place so people know her and respect her. Then to show their respect, people use it.

Sometimes, this title is usually used by person that has made a family. It is occurred in condition of husband and wife. The husband calls his wife using title Mama/ Mom or *Ibu*. Also it works only among them and also their child. It will not works to a person which is from outside/ did not has relation with that family.

This is the example of conversation of the characters in My Stupid Boss Novel that include in the *Bu* or Mom form of address.

> *Gue: (setidaknya gak nelen perkedel lengkoas elu kan, <u>Bu</u>?) Ya, tapi kan gak repot.*
> *Ibu Boss: Ah, gak apa-apa. Kalo Saya lagi di KL, Saya gak ada kerjaan kok.*

I: (At least, you do not swallow cakes lengkoas, Mom?)
Yes, but it does not bother.
Boss' wife: Ah, there is nothing if I was in KL, I have something to do anyway.

(Chaos@work:Page 180)

From that statement, it is a conversation between an employee (the author) with the boss' wife. Employee has been called to his wife to call Mrs., due to respect him.

This is also the other example of conversation of characters in the My Stupid Boss Novel.

Dul: Bu! Hallo?!
Gue: Hallo...
Dul: Hallo??! Buuuu..??!!
Gue: IYA APAAAAAA??!!
Dul: Bu, mau hujan.
Gue: Trus? Kamu pikir Saya pawang ujan?
Dul: Bukan itu! Mama tolong angkat jemuran Saya sama
jemuran anak-anak Bu...

Dul: Mom! Hallo?!
I: Hallo...
Dul: Hallo??!Moooom...??
I: Yes, What??!!
Dul: Mom, it will rain.
I: Then? You think that I am a rain handler?
Dul: Not so, help me to take away my laundry and others too Mom...

(Chaos@work:Page 61)

From the above statement, the conversation is happening in the phone. It took place between the employee and one other employee. But, they have a different in the working position. The author (Gue) is an admin then Dul is a regular employee and the author is someone who is already married (adult woman), based on that social background so Dul call her Mom. This is done by Dul to respect her, as she is has higher position in the factory than him.

The next example of the conversation and narration of the characters in My Stupid Boss Novel that include in *Bu* or *Ibu* or Mama terms of address.

> *"<u>Ma</u>, Saya ada dinner dengan Mr. Cheok."*
> *"Saya pulang telat ya, mesti ngawasin kerjaan di pabrik nih."*
>
> "Mom, I have dinner with Mr.Cheok."
> "I come home late, should cared of employment in the factory."
>
> (Chaos@work:Page 101)

From that statement, it tells the conversation of a man (the boss) who had called his wife by phone at everywhere especially at home. He called her with title Mama because it is a family calling.

The counterpart of female would be *Bu*, the vocative form is *Ibu*, which also means mother but it used to address an adult female. *Ibu* is translated as mother. If a person's name is unknown, one can call an Indonesian woman *Ibu*. The social distance of *Ibu/Bu* is non-intimate and when someone has different position. It is usually used to people in formal condition. *Ibu/Bu* term is used for caking female and old woman. Sometimes, person calls his wife with calling *Mama*. *Mama* is same meaning with *Ibu/Bu*. But, calling *Mama* is used by people in their family. Someone who is calling *Mama* is her husband and her children.

Mbak or *Kakak*/Miss.

Usually, *Mbak* or *Kakak*/Miss. is used by people who have an older age. Sometimes it is used by a person who is not known and she is actually young female/especially still teenager. But it is likely that in Indonesia, about 20th person also called with this term. Sometimes when a person called with using *Mbak* or *Kakak*/Miss., it is usually means they are still single (or if the person is already recognized and to give respect to her even she has married). So, when the other already know that person status, if he/ she is younger or same age than that person they will automatically call her with *Mbak* or *Kakak*/Miss., additionally it gives respect to them.

This is the example of conversation of the characters in the My Stupid Boss Novel that include in *Mbak* or *Kakak*/Miss. form.

> **Ibu Boss:** *Mbak, jadi gak?!*
> **Gue**: *Hah?*
> **Ibu Boss:** *Ke rumah!*
>
> **Boss' wife:** Miss., come or not?!
> **I:** Hah?
> **Boss' wife:** At home!
> (Chaos@work:Page 179)

On the statement, it is a conversation that is happening between Boss' wife and the Boss' employee (Gue). Boss' wife is calling that employees with *Mbak* term of address because she want to respect him. Usually, calling *Mbak* is also only be used to call a woman or girl.

This is the other example of conversation of the characters in the
My Stupid Boss Novel.

> **Yusuf:** *Kak, hari itu ada boks dalam kereta Alpha Romeo merah, Saya letak di racking. Mana pergi, ya?*
> **Gue:** *2 boks, kan?*
> **Yusuf:** *Iya!*
>
> **Yusuf:** Miss., at the moment there were a boxes in Red Alpha Romeo car, I put it in the racking. Where are now?
> **I:** 2 boxes?
> **Yusuf:** Yes!
> (Chaos@work:Page 113)

From that statement, it is a conversation between the employee and one employee. Yusuf is calling the author (Gue) with *Kak* term because she older than him, and to respect her. It is same with *Mbak* that is only be used to call a woman or a girl.

Mbak is a Javanese address form. Usually, it is used for older sister and it is also common to call a maid *Mbak*. If someone meets with a girl who is unknown, he/she can calling *Mbak* with her. *Mbak* is same with *Kakak*. But, *Kakak* is an Indonesian address form.

There are some factors that why the person use *Mbak* or *Kak* term when they are speak to other. *Mbak or Kak* is used in a formal and casual condition. It is conversation between one people to others people such as friends, known people, lower position with higher position or someone who is not known. It includes in a different age. It is used in an adult age or woman. It is not only about age, but social background also includes about it. When one person has higher position, automatically other person calls him/her using *Mbak* or *Kak* term.

Nickname

Nickname is the short version of someone name. It is taken from one of the word of their full name. Their name can be structured in a word or more such us Lailatul Masruroh, it divided into two words. One is

Lailatul and the second is Masruroh, but in society they will not call someone with the full of word like calling Lailatul or Masruroh, but they always prefer to call the easiest way like Lailatul become Laila or Masruroh become Ruroh. It is happened in the writer life everyday when meet with someone who knows her.

This is the example of conversation of the characters in the My Stupid Boss Novel that include in Nickname form of address.

Gue: Hei Alam! Kamu toh? Saya pikir gorilla! Pakai baju!

I: Hei Alam! Is that you? I think a gorilla! Wear your cloth!
(Chaos@work:Page. 62)

From that statement above, it is a conversation that is happening
between the author (Gue) and Alam. They have different position. The author (Gue) has a higher position than Alam. Automatically, she calls him with only calling nickname and because Alam is the author's friend in the factory. From that dialogue too, when someone speaks with his/her friends who is intimate and equal, she/he will use a familiar call and familiar language.

There are some factors that why the person use Nickname term when they are speak and call to other. Nickname is used in an informal condition or used in casual condition. It is conversation between one people to others people such as friends, known people, or higher position with lower position. It includes in a work. It is not only about age, but social background also includes about it. It is based on the position.

Doctor

Doctor is a person who has skill in the medicine and science. She/he usually is a helper or a person who is curing a person who is sick or commonly as called patient.

> *"Naaah! Nih dia, nih nama dokternya! Ini kan nama si Abul nih, nah, nih dia, ada di bawah nama si Abul. Namanya... Ab..dul Syukur. Cari dr. Abdul Syukur! Bilang Saya mau bicara sekarang."*
> *Aduh mak, ampun deh Gue! Gue pergi lagi ke meja suster dan kali ini dia ngekor di belakang Gue. Gue bilang mau jumpa Dr. Abdul Syukur.*

> "Nah! This is the Doctor name! This is Abul name... nah, this is, there is behind Abul name. His name is Ab..dul Syukur. Look for Dr. Abdul Syukur! You say to him that I want to speak with him now."
> Hell, I am! I go to nurse's table again and this moment he goes with tide behind me. I said that I want to meet Dr. Abdul Syukur.

(Chaos@work:Page 187)

Based on that conversation, it can be concluded that any people who treat a sick person then called a doctor. The title doctor is not only used on a man it is also used for some women that works as a Doctor. In the statement that the boss has been looking for someone who has been treating his employees. He is a doctor. Calling the doctor also does not depend on age and their solidarity or social distance. However someone who searches him is the boss of factory, he kept calling that person named Abdul Syukur with Doctor.

There are some factors that why the person use Doctor term when they are speak or call to other. Doctor is used in a formal condition. It can be used in casual condition. Automatically, the social distance between the people with doctor is non-intimate because they do not know each other. However someone does not know his/her name, she/he can call him/her with only doctor or their title.

Kamu

Kamu is a pronoun address for second person singular. It means in English is You. It is like other terms such as: *Anda*, nickname, *Ibu/Bu*, *Bapak/Pak* and so on. It includes in a several pronoun addresses for second person singular terms of address.

This is the example of Kamu terms of address that is used by the characters in My Stupid Boss Novel.

> **Boss:** *Ah, Saya kasih cheque ke <u>kamu</u>! Kalo gitu barangnya gak pernah datang dong?! Siapa sih yang curi uangnya?!*
>
> **Boss:** Ah, I have given you a cheque! So, the commodity never comes?! Who does steal that money?!
> (Chaos@work:Page 89)

From that statement, it is a conversation between Boss and his employee. Because of there is a different social background. It is a different position. Automatically, the Boss uses an informal term, it is a *Kamu*. Boss has a higher position that the employee, so he calls her with *Kamu*, as how he likes.

Anda

Anda is same with *Kamu*. It includes in second person plural. This is the example of address that include in the conversation of the characters in My Stupid Boss Novel.

> ***Pak Menteri:*** *Saya rasa, cukup satu orang yang mengurus makanan. Yaitu, pramugari. Dia apa yang harus dia lakukan. Anda tidak usah ikut sibuk.*

> **Minister:** I think, just one person who takes care of the food. She is a flight attendant. She knows what she should do. You do not have to join busy.
>
> (Chaos@work:Page. 184)

Some factors that makes person used *Anda* are when in a formal condition. The social distance berween Minister and Boss is higher position and lower position. Using *Anda* term is usually used by person because he/she wants to respect with interlocutor. It is like at the conversation that include in My Stupid Boss Novel. The minister used *Anda* term or formal language when he speaks with other in order to he looks authority. *Kamu* is different with *Anda* that can be used in formal condition. *Kamu* is usually used in casual condition. Also it is used when a person has a high intimacy in his/her relationship when he/he calls and speak with others. And also they are same age or equal to each other. *Kamu* is used by people in all gender. It used to be common, either men or women. But, it is used for higher position or older age to lower position or younger position.

4.1.4. Terms of Address Used by Characters in the My Stupid Boss Novel that Include in Second Person Plural

In this theory, it shows the terms of address used by characters in the novel that include in first person plural. Terms of address used by characters in Novel that include in first person plural are *Kalian*. It is conversation and narrations between one person to others people. It includes in an own name with people who know his/her. The original meanings in English of *Kalian* are you but it is used generally for people who are more than one. Just like the *We* term that the first person singular added with one or more persons, but in this term *Kalian* is forming from the second person singular added with one or more persons. This is the example of *Kalian* terms of address that is used by the characters in My Stupid Boss Novel.

Boss: Naaah, <u>kalian</u> masih di sini. Yuk, ke pabrik sebentar.
Gue: Saya udah mau pulang.

Boss: Naahhh!! You are still here. Let's go to the factory in just a little time.
I: I am about going home.
(Chaos@work:Page 154)

From the above statement, that conversation is happening in the factory. It is between Boss and two employees. They are Adrian and the author. That is reason why Boss uses *Kalian* terms. Using *Kalian* term, it

can use in the formal and casual condition because there is no role of calling *Kalian* in the age, gender and social distance. It can use in the everywhere, every time and everyone.

There are some factors that why the person use *Kalian* term when they are speak or call to other. *Kalian* are same meaning with *Kamu* hardly, it is a pronoun for second person. But, *Kamu* is used in second person singular means only one person. It is different with *Kalian* term that is used in second person plural that works only when more than one people; it can be used in a formal condition and casual condition. Using *Kalian* term can use for each people, both gender, and age. Either it uses to higher position to lower position or lower position to higher position. There is no specific role in using it.

4.1.5. Terms of Address Used by Characters in the My Stupid Boss Novel that Include in Third Person Singular

In this theory, it shows the terms of address used by characters in the novel that include in third person singular. Terms of address used by characters in Novel that include in third person singular are *Dia*. It is conversation and narration between one person to others people. It includes in there are two people that is talking about one other. The generally meanings of *Dia* in English is "She/he/It". This is the example of

Dia terms of address that is used by the characters in My Stupid Boss Novel.

> *Gue yang lagi enak-enak ngayal menang togel 17 milyar jadi bengong. "Hah? Oh, iya, iya.." Lagian ngapain <u>dia</u> cerita begituan ke klien? Gak penting banget... Klien nanya, "Oh they live here? You built them what? House? Boss nyaut, " No no no.. Lika a.. emmm.. err.. they live in.. mm..."*

When I was dreaming win a lotere for 17 billion so dumbfounded. "Huh? Oh, yes, yes .. "After all he's doing a story like that to a client? It so insignificance things, after all...

The client asked, "Oh, they live here? You built them what? House?

(Chaos@work:Page 28)

From that statement, the conversation happen in the meeting room, in the room there are client, the author, and the Boss. The Boss is so excited to tell the client about his past life until his factory, especially how his employee stay there. And a moment he also interrupt the author in his

story to make its look so real.

There are some factors that why the person uses *Dia* term in some conversation. First *Dia* term is used when the speaker pointed a person that he knows. For the purpose to make it clear which person was she/he means. Also based on how far their relationship with the pointed person is uncounted. And it cannot limited by the social background except the speaker really respecting the target. But in some case, the speaker age is lower than the target and he/she really knows who is the pointed person.

In term of Indonesia, when someone wants to talking other she/he is just enough using *Dia* term because there is no role that include in the *Dia* term (there is no distinguish gender). Then, if someone wants to indicate a thing, she/he is only using that or this.

4.1.6. Terms of Address Used by Characters in the My Stupid Boss Novel that Include in Third Person Plural

In this theory, it shows the terms of address used by characters in the novel that include in first person plural. Terms of address used by characters in Novel that include in third person plural are *Mereka*. It is conversation and narration between one person to others people. It includes for someone who is spoken and there is more than one person. The generally meanings of *Mereka* in English is "They". It is formed from third person singular added with one or more person. This is the example of *Mereka* terms of address that is used by the characters in My Stupid Boss Novel.

> *Terus dia Pakai baju. Si Alam ini penguasa bahasa Melayu alakazam banget. Tapi karena Gue udah biasa ngobrol sama <u>mereka</u>, amazingly Gue ngerti.*

Then, he wears a cloth; he is so expert in Malay language. But, because I used to talk to them, amazingly, I am understood.
(Chaos@work:Page. 62)

From the above statement, that is a conversation between Malay people (Alam) with the author (Gue). The author said that she was used to talk to them (*Mereka*). *Mereka* means more than one person that is told by the author. They are Malay people.

There are some factors make the person use *Mereka* term when they are speaking to other. First *Mereka* known as third person plural, it means that just like the third person singular that the speaker pointed one persone, but in this case the pointed target are more than one people. Then, it does not affected by age, so even the speaker or the target are was older or younger there is still works for the speaker. Also some factors that not affected are such as: their social distance, how far their relationship, and how their social background in the society.

CHAPTER V

CONCLUSION AND SUGGESTION

5.1. Conclusion

Communication is used by people everywhere anytime with everyone. It can be used in every place and condition such as in home, school, street, office and etc. It is like happened in this novel that took place in an office. One of novel that includes in address system is My Stupid Boss Novel. It tells about her Boss who is Stupid. The author calls the Boss is stupid because the Boss always gets troubles in his office and does some stupid things.

Based on the story in the novel above, the writer found Address
system that is occured in some conversation and the narration. And then, it is divided into six terms. They are first person singular consists of *Saya*, *Aku* and *Gue*. But, based on the novel the writer just find *Saya* and *Gue*. It is used for pronoun his/her self and as pronoun Nickname. *Saya* usually used on formal condition that the person to talk is non-intimate. It is different with *Gue,* it is typically used on informal condition. Then, the person who is invited to speak is intimate or close friends. *Saya* and *Gue* are used by every people either man, woman, old or young. First person plural is used by own self and other person. It can be more than one. The

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terms are *Kami* and *Kita*. *Kami* is used on formal condition and then the person who is invited to speak is non-intimate. While, for *Kita* is used on informal condition so the person who is invited to speak is intimate. Second person singular is used by a second person who is invited to speak. They use nickname, *Bapak/Pak*, *Ibu/Bu* and *Kamu/Anda*. Using *Bapak/Pak*, and *Ibu/Bu* terms usually is used on formal condition. It is also used for calling to higher position or older person. If *Bapak/Pak* term use for man who is married then if *Ibu/Bu* term use for woman who is married too. While, for calling nickname and *Kamu/ Anda*. It is used on the informal condition. It is also used for all people who are younger. For second person plural is used by more than one second person who is invited to speak. It is *Kalian*. It can be use in formal and casual condition and to all people and age. Third person singular is used for pronoun a third person or person who is talking. It uses *Dia*. It is in English that there

are differencies between man, woman and things. But, in Indonesia there are differencial, all of them is same. It uses *Dia*. And the last is third person plural. It is used for third person pronoun or used for person who is talking but it consist of more than one. The term is *Mereka*. It is used by on formal and casul condition. It is also used by each people who is older, younger, man or woman.

From that explanation, it can know that each people want to begin to interact or communication with others. They must use an address system first. But, to call people or society, someone has to know with

who she/he speaks. He/she can see from their Social Distance, their Solidarity, their Age, their Gender or their Social Background. It is not all of the pronoun are available include in the every terms of address system in the novel.

5.2. Suggestion

The writer gives a suggestion for the reader. Actually, in My Stupid Boss novel there are so many conversations of the characters. In this paper, the writer chooses one theory. It is an address system. But in that novel, if students want to analyze, she or he can analysis that novel based on Code mixing and Code Switching theory or maybe can chooses Register theory. Chosen Code Mixing and Code switching theory because in that novel many conversations that is used a mixing language/bilingual

language. It is an Indonesia and English. While, if the student choose register theory because that setting novel is in an office. There are conversations that tell about thing which is related in the office.

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