AN ANALYSIS OF COMPUTER TERMS' ACCEPTABILITY: SOCIOLINGUISTIC CASE STUDY TO THE TECHNICIANS

ANALISIS KEBERTERIMAAN ISTILAH-ISTILAH KOMPUTER: STUDI KASUS SOSIOLINGUISTIK UNTUK PARA TEKNISI KOMPUTER

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Abstract: *The use of computer raw terms for technicians is unique to analysed. They are so familiar with the English term in the computerization activities of daily activities. Their unique case will be expanded to give the reality of the acceptance of the computer's raw term. This article is analysed qualitatively descriptive and uses data collection techniques in the form of a closed interview which is capable of triggering to know the level of acceptance and analysed deeply by indirect observation methods. Data sources are analysed through their speech and then validated based on the acceptance to get the data that will be processed in the findings and discussion. This study uses sociolinguistics in the context of case studies. This study simply exposed the technician's understanding in the use of computer acceptance terms.*

Keywords: *acceptability, computer terms, sociolinguistic, standardization*

Abstrak: Penggunaan istilah baku komputer untuk para teknisi itu unik untuk dianalisis. Mereka begitu akrab dengan istilah bahasa Inggris dalam kegiatan komputerisasi kegiatan sehari-hari. Kasus keunikan mereka akan diperluas untuk memberikan realitas keberterimaan istilah baku computer tersebut. Artikel ini dianalisis secara kualitatif deskriptif dan menggunakan teknik pengumpulan data dalam bentuk wawancara tertutup yang mana mampu menjadi pemicu untuk mengetahui tingkat keberterimaan dan dianalisis secara mendalam dengan metode pengamatan tidak langsung. Sumber data dianalisis melalui ucapan mereka dan kemudian divalidasi berdasarkan keberterimaan untuk mendapatkan data yang selanjutnya akan diproses dalam temuan dan diskusi. Studi ini menggunakan sosiolinguistik dalam konteks studi kasus. Penelitian ini secara sederhana mengekspos pemahaman teknisi dalam penggunaan istilah keberterimaan computer.

Kata kunci: istilah komputer, keberterimaan, Sociolinguistik, standardisasi

1.   INTRODUCTION

As a multidiscipline language science, Sociolinguistic seeks to explain the human capacity in using appropriate language rules in varied situations (Ohoiwutan, 1997: 9). Still, in the same sense, Spolsky (1998: 3) states "Sociolinguistics is the field that studies the relationship between language and society, between the uses of language and the social structure, in which the users of the language live ". Hudson (1996: 1) states "Sociolinguistic is the study of language concerning society". Nababan (1993: 2) explains Sociolinguistics is a language study related to language speakers as a member of the community or studying aspects of language societal related to social or societal factors. Furthermore, he added that Sociolinguistics

examines the language in socio-cultural contexts, linking cultural factors, and examining social functions and language use in society.

Language research with the Sociolinguistic review always takes into consideration how the speaker in the community is influenced by certain social factors. The social factors are social status, education level, profession, age, economic level, religion, gender, and others. Besides, the language form is also influenced by situational factors, for example: Who is speaking, how it forms the language, to whom, where, when, and on what matters. In other words, sociolinguistic reviews play a role in the language contact aspect and the language selection in the interaction.

Based on the explanation above, researchers are interested to expose one of the social factors namely profession. A technician is being our target of that implementation. The diversity of languages they use is a fascination especially when they make a transaction. The activity involves a unique language contact so that researchers are challenged to dissect their distinctive features with the concept of standardized language acceptance that is unusual for them.

This article is limited of specific terms usage, sociolinguistics in the context of case study, and acceptance theory from experts. The statement of the problem is how he acceptance of computer terms for technicians is. The objective of the study is to find out the acceptance of computer terms for technicians. The supported literature review for grand theory is described as follows.

1) Case study in Sociolinguistics

According to Zaman (2018: 33), case study of sociolinguistics is a multidisciplinary phenomenon that examines the problems of language use in communities related to social, situational, and cultural structures. Language in Sociolinguistic studies is not only viewed as structure, but also viewed as a social system, communication system, and part of a particular culture of society. Language research with the Sociolinguistic Annual review always takes into account how the wearer in the community is influenced by certain social factors. The social factors are social status, education level, age, economic level, religion, gender, and others. The language form is also influenced by situational factors, for example: Who is speaking, how it forms the language, to whom, where, when, and on what matters. In other words, sociolinguistic reviews play a role in the language contact aspect and the language selection in the interaction

2) Acceptance theory

According to Zaman (2018: 33) via (Nababan, et.al, 2012: 20), The term of acceptance refers to whether a translation has been disclosed in accordance with the rules, norms, and cultures that apply in the target language or have not, either at the micro or on the macro level. The acceptance is also referred to as a normal term referring to how the translation proceeds to fulfil the target language rules; both grammatical rules and cultural conventions. One of the parameters of the acceptance concept is whether a translation has been disclosed in accordance with the rules of the target grammar. A translation of the Indonesian language that is revealed according to the rules of the English grammar, for example, will make the translation unnatural and in many cases will be difficult to understand meaning.

The acceptance quality of the translation instrument has a translation category, score, and its qualified parameters

a) Acceptable

It has a score of 3, with its quality parameter a natural translation; The technical terms used are commonly used and familiar to readers; phrases, clauses and sentences that are used in accordance with the rules of the English language

b) Less acceptable

It has a score of 2, with the quality parameters is generally the translation already feels natural; But there is little problem with the use of technical terms or a slight grammatical error occurs.

c) Not acceptable

It is not acceptable to have a score of 1, with its quality parameter a translation not natural or feels like a translation work; The technical terms used are uncommonly used and are not familiar to readers; The phrases, clauses and sentences used are not in accordance with the rules of the English language.

The acceptance of translation assessment instruments is guidelines for the assessment to determine the degree of translation acceptance. The scale provided ranges from 1 to 3. Each given score is a reflection of the translation acceptance rate. The third instrument used is the instrument to determine the degree of translation acceptance, which is also based on a scale of 1 to 3.

Based on the description above, the researchers adapted the translation acceptance instrument to become a sociolinguistic case study acceptance instrument as a blueprint of determining how the acceptance of computer terms for technicians is. The adaptation has an umbrella reference namely KBBI (Kamus Besar Bahasa Indonesia) as a guideline for standardization of computer terms. Here is the rating pattern of sociolinguistic case study acceptance.

a) Acceptable

It has a score of 3, with its quality parameter a natural response; The technical terms used are commonly familiar to the listener (mitra tutur) and the listener directly understands the term and does correctly based on the speaker's utterance.

b) Less acceptable

It has a score of 2, with the quality parameter is generally already feels natural responses; But there is a little problem with the use of technical terms or a slight understanding of the terms and repeat the speaker's utterance for making it true.

c) Not acceptable

It is not acceptable and has a score of 1, with its quality parameter not natural or feels like a confusing work; The technical terms used are not commonly familiar to the listener and the listener directly doesn't understand the term and does incorrectly of the speaker's utterance.

2. RESEARCH METHOD

Qualitative research design is a systematic scientific inquiry which seeks to build a holistic, largely narrative, description to inform the researcher's understanding of a social or cultural phenomenon (Astalin, 2013: 118). The researcher applies qualitative for gathering the sociolinguistic approach. It formulates the phenomenon of a case study based on this article's situation. Patterned with the context of social and conducted interaction by describing the event.

Qualitative research worked out under a combination of observations, interviews, and document reviews. It gives the importance of looking at variables in the natural setting in which they are found. In the process of qualitative research interaction between variables is important. Detailed data is gathered through open ended questions that provide direct quotations. The interviewer is an integral part of the investigation (Astalin, 2013: 118). Data is formulated by interviewing the technicians and researchers in the region of Surakarta (computer and printing of UNS area). The source of data is integrated into their utterances and researchers' question. The characteristics of interviewing are patterned and closed. It is patterned means the

researchers have prepared the questions and it is closed means the technicians don't understand the process and the treatment is taking a data.

According to the Thomas the case study is defined as: "Case studies are analyses of persons, events, decisions, periods, projects, policies, institutions, or other systems that are studied holistically by one or more methods. The case study can be done in social sciences and life sciences. Case studies may be descriptive or explanatory. Like surveys, case study research approaches can be treated as a qualitative or quantitative. Case study research is used to describe an entity that forms a single unit such as a person, an organization or an institution. Some research studies describe a series of cases. The latter type is used to explore causation in order to find underlying principles. They may be prospective, in which criteria are established and cases fitting the criteria are included as they become available, or retrospective, in which criteria are established for selecting cases from historical records for inclusion in the study. The case that is the subject of the inquiry will be an instance of a class of phenomena so as to provide an analytical frame an object within which the study is conducted and which the case illuminates and explicates (Astalin, 2013: 122). The object of this study is focused on the technicians based on the source of data. Its sampling is identified by conformity data from their utterances. So, the data can be qualified as findings.

Collecting data through interviews with participants is a characteristic of many qualitative studies. Interviews give the most direct and straightforward approach to gathering detailed and rich data regarding a particular phenomenon. The type of interview used to collect data can be tailored to the research question, the characteristics of participants and the preferred approach of the researcher. Interviews are most often carried out face-to-face, though the use of telephone interviews to overcome geographical barriers to participant recruitment is becoming more prevalent (Barrett and Twycross). Researchers devised interviews with very rare terms spoken orally. This is a challenge for researchers and technicians. Seven ungeneralised terms are verbally integrated into writing, to measure the extent of the standard understanding of these terms. These terms have been well-calculated by the researchers in the part of the acceptance aspects. Seven ungeneralised terms are mouse (tetikus), edit (sunting), link (pranala), browser (peramban), keyboard (papan tombol), password (kata sandi), and hotspot (area bersinyal).

The data generated vary according to the type of design being used; however, they are generally subject to the same principles of analysis. Data analysis is actually a dynamic process weaving together recognition of emerging themes, identification of key ideas or units of meaning and material acquired from the literature. An intensive data analysis only starts when all data have been collected and prepared. Sometimes the process begins before all the data are collected. Each transcript is read thoroughly in its entirety. The aim at this stage is to use the data to think with, and one looks to see whether any interesting patterns can be identified (Hammersley & Atkinson, 1983).

These emerging patterns are identified by the researcher, because they appear to illuminate the research question and the literature reviewed. As the data analysis continues these patterns begin to be developed into a number of thematic categories of description. Each transcript is then examined closely for phrases, sentences or paragraphs, i.e., participant quotes, which stand out for the researcher as central to the broader area of interest (Mohajan, 2018: 16).

The researchers' data are analyzed by describing oral utterances to become written ones. Separating between datum one to seven to make a good pattern analysis. The researchers' display pattern based on the context and underlined and bold the terms that become the qualified data to be identified in discussion. It will conclude sharp.

3. FINDINGS AND DISCUSSION

4.1. Findings

Researcher interviewed a technician in the computer and printing of UNS area. In the context of the questioner wanted to buy something in Store A. They did the conversation with Javanese languages because of politeness and culture.

Data 1

Question 1	:	*Mas, wonten **tetikus**?*
		Mas, do you sell a mouse?
Technician 1	:	*Piye mas? Ra dodol tikus*
		How? Here is not selling a mouse
Question 1	:	*Mouse, Mas.*
		Mouse
Technician 1	:	*Ada mas, pengen yang kabel atau wireless?*
		Here is available, do you want cable or wireless mouse?

The second interview was located in Store B of UNS computer and printing area when the questioner asked help to do something.

Data 2

Question 2	:	*Saged **nyunting** halaman PDF niki mas?*
		Can you edit this page?
Technician 2	:	*Nyunting maksude?*
		What do you mean of editing?
Question 2	:	*Ngeditno tesisku mas!*
		Edit my paper!
Technician 2	:	*Saged mas*
		Yes, I can

The third interview was located in Store C of UNS computer and printing area when the questioner asked his confusion about the system of academics and he needed help.

Data 3

Question 3	:	*Semerap **pranala** buat buka Siakad Fakultas Pascasarjana ndak, Mas?*
		Do you know a link to open Siakad of Graduate Faculty?
Technician 3	:	*Pranala iku sing gimana, Mas?*
		What do you mean of link?
Question 3	:	*Link gawe KRS-an, Mas!*
		Link for KRS
Technician 3	:	*Aku nggak ngerti eg link-e, sepurane!*
		I don't understand the link, so sorry!

The fourth interview was located in Store D of UNS computer and printing area when the questioner confirmed the connection.

Data 4

Question 4	:	*Internete error nopo mas? Ini **peramban**nya gk konek*
		Is the internet not working? This site doesn't run
Technician 4	:	*Piye?*
		Pardon!
Question 4	:	*Peramban nggak bisa buat internetan*
		This site can't be reached
Technician 4	:	*Peramban yang gimana?*
		What do you mean of site?
Question 4	:	*Broswere mas?*
		The browser, I mean

Technician 4   :   *Coba ganti ke Chrome*
                       Try moving to Chrome

The fifth interview was located in Store E of UNS computer and printing area when the questioner wanted to buy the spare part of his computer.

Data 5

Question 5   :   *Nggadah __papan tombol__ yang mereknya Acer?*
                       Do you sell Acer keyboard?
Technician 5   :   *Keyboard merek opo mas?*
                       What keyboard' merk do you want?
Question 5   :   *Keyboard wireless.*
                       Wireless keyboard

The sixth interview was located in Store F of UNS computer and printing area when the questioner declared the trouble of computer that he was using.

Data 6

Question 6   :   *Komputere kekunci mas, __kata sandi__-nya apa?*
                       The computer is still locked, what is the password?
Technician 6   :   *Kata sandi password po?*
                       Password?
Question 6   :   *Njeh mas Password computer*
                       Sure, password of the computer
Technician 6   :   *Oh, cobaen 1 sampai 9 mas*
                       Try one to nine.

The seventh interview was located in Store G of UNS computer and printing area when the questioner asked the place for free access surfing on the internet.

Data 7

Question 7   :   *Bade tangglet, __area berinyal__ paling dekat sini pundi njeh Mas?*
                       I want to ask where is the nearest hotspot here?
Technician 7   :   *Area opo, Mas?*
                       What's area?
Question 7   :   *Hotspot mas, kanggo wifian gratis*
                       It is area of hotspot for free connection
Technician 7   :   *Di jalan slamet riyadi mas, situ kafeaya free wifi.*
                       At Slamet Riyadi Street, so many cafés offer free WIFI.

4.2. Discussion

1) Data 1

   It is not acceptable and has a score of 1, with its quality parameter not natural or feels like a confusing work; The technical terms used are not commonly familiar to the listener and the listener directly doesn't understand the term and does incorrectly of the speaker's utterance. The context of data 1 is the technician asked the explanation of the term because he didn't get the point of the conversation. That's why the data 1 has a score 1 of acceptability.

2) Data 2

   It is not acceptable and has a score of 1, with its quality parameter not natural or feels like a confusing work; The technical terms used are not commonly familiar to the listener and the listener directly doesn't understand the term and does incorrectly of the speaker's utterance. The context of data 2 is the technician asked the meaning of the term because he was still confused. That's why the data 1 has a score 1 of acceptability.

3) Data 3

   It is not acceptable and has a score of 1, with its quality parameter not natural or feels like a confusing work; The technical terms used are not commonly familiar to the listener and the

listener directly doesn't understand the term and does incorrectly of the speaker's utterance. The context of data 3 is doing the repetition of the term because he was not following. That's why the data 1 has a score 1 of acceptability.

4) Data 4

It is not acceptable and has a score of 1, with its quality parameter not natural or feels like a confusing work; The technical terms used are not commonly familiar to the listener and the listener directly doesn't understand the term and does incorrectly of the speaker's utterance. The context of data 4 is the technician declared the explanation of the term because he didn't get the point of the interviewer 4. That's why the data 4 has a score 1 of acceptability.

5) Data 5

It has a score of 3, with its quality parameter a natural response; The technical terms used are commonly familiar to the listener (*mitra tutur*) and the listener directly understands the term and does correctly based on the speaker's utterance. The context of data 5 is the technician directly understood the term and took the thing. That's why the data 5 has a score 3 of acceptability.

6) Data 6

It has a score of 2, with the quality parameter is generally already feels natural responses; But there is a little problem with the use of technical terms or a slight understanding of the terms and repeat the speaker's utterance for making it true. The context of data 6 is the technician spontaneously re-asked the meaning to make it correct. That's why the data 6 has a score 2 of acceptability.

7) Data 7

It is not acceptable and has a score of 1, with its quality parameter not natural or feels like a confusing work; The technical terms used are not commonly familiar to the listener and the listener directly doesn't understand the term and does incorrectly of the speaker's utterance. The context of data 7 is the technician declared the explanation of the term because he didn't get the point of the interviewer 7. That's why the data 7 has a score 1 of acceptability.

4. CONCLUSION AND SUGGESTION

4.3. Conclusion

The adaptation of translation acceptance instrument becomes a sociolinguistic case study acceptance instrument as a blueprint of determining how the acceptance of computer terms for technicians produces 4 data score 1 (data 1, 2 3, and 4), 1 data score 2 (data 6), and 1 data score (data 5). Dominantly, the context of data that has a score 1 is the technician asked the explanation of the term because he didn't get the point of the conversation. The context of data that has a score 2 is the technician spontaneously re-asked the meaning to make it correct. The context of data that has a score 3 is the technician directly understood the term and took the thing. The sociolinguistic case study at this phenomenon plays a role in the language contact aspect based on the interaction of standardized languages in oral.

4.4. Suggestion

The oral use of standardized Indonesian language adapted to the KBBI is difficult to understand by the community, especially for those who are working in the computer and printing area. Although these terms are very (must) be cultivated by saying the English language to the Indonesian language, we must still prioritize how communication is healthy and still using communicative principles. The advice of researchers for the speakers who apply standardizes of the Indonesian language is to use these terms in formal situations and for the general public working in non-formal environments should still study foreign terms that exist in the Indonesian language equivalent. It aims to contribute to the love and affection of Bahasa Indonesia.

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