

# AN ANALYSIS OF THE WORD-FORMATION PROCESSES IN JARGON USED IN TICKET RESERVATION

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## Abstract

Following the epidemic, there has been a growing desire to travel and an acceleration of information technology development. As a result, several new words started to appear in society. Jargon is the phrase for the newly coined word. Numerous studies have examined jargon terms using a range of variations in their goals, approaches, and media sources. Previous research has shown that jargon words have been explored by many scholars across online platforms, newspapers, and social media. This research aims to discuss the type of jargon word-formation processes used in ticket reservations. This research is based on the Yule theory. This research is qualitative descriptive, which yields descriptive data. Data have been collected by listening and conversation, verbal or non-verbal, and written text between customers and other staff of Air India. The researcher identified six types of jargon in the word formation process used in ticket reservation: acronym, compounding, clipping, initials, derivation, and multiple processes.

**Keywords:** Ticket Reservation; Word Formation Process; Jargon

## INTRODUCTION

After the government formally repealed the social restrictions policy (PPKM) and the requirements for flying were relaxed, several travel agencies resumed selling their products, such as aircraft tickets, tour packages, and travel documents. And right now, there is a lot of interest in traveling. Almost half of all vacationers intend to go by airline. Ticketing is a job for a travel agent or an airline that requires the use of jargon to communicate. Jargon language, often unfamiliar to outsiders, is a significant challenge in the globalized era, as it differs from general language and can be difficult to comprehend. Understanding the reservation terms on airline tickets is critical for those of you who frequently travel by plane. Some of you may be familiar with the meaning because you frequently fly, but some of this terminology may be unknown to others. It's not that you've never flown; it could be that you don't pay attention to it.

Language is a fundamental part of human existence. There are various crucial roles in the process of social interaction. It is used to communicate information and to develop and sustain relationships with people. English is the dominant global language, widely used in international communication, and is the primary working language for many businesses, organizations, and international institutions in today's interconnected world. According to Chaer (2004:62) language variations into two categories: language expression (words) and the uses of language. Language variations based on the expression (word) consist of idiolect, and sociolect (*akrolek, basilek, vulgar, slang, kolokial, jargon, argot, and ken*). Meanwhile, based on the uses are divided into functional, variety, and register, level of formality (*style or frozen variety*), formal style or variety, consultative style or variety, casual style or variety, and intimate style or variety.

A sociolect is a group of dialects spoken by members of society. Numerous language types describe changes in conditions and variables. Jargon is one sort of terminology. Allan and Burridge (2006:56) define jargon as a specific language used in vocabularies in certain situations, like as a profession or other group. Furthermore, it is the language used in documents, whether spoken or written, that deals with a certain field in which speakers share a similar specialized vocabulary, word usage habits, and expression styles. Jargon is a type of speech that is used by a specific group of societies or professions. The emergence of jargon in speech is evidence of the language-speaking community's social identity. Yule (2010:259) states that jargon is a special technical vocabulary that is associated with a specific area of work or interest. In society, he says that jargon helps to create and maintain connections among those who call themselves "insiders" and or exclude "outsiders". Jargon words are formed as a result of the word-formation process. The word-formation process of jargon is the physical appearance of a term or combined terms that result in important technical meanings. According to George Yule (2010), the word-formation processes consist of coinage, borrowing, compounding, blending, clipping, back-formation, conversion, acronyms, derivation, and multiple processes.

There has been some research on related jargon found in various professions or groups. First, is "An Analysis of Word Formation Process of English Slang Used in Camp Rock Movie Script" by (Sopiah, 2023) The study identified five slang word formations in a film script: clipping (19%), blending (14%), derivation and compounding (5%), with clipping being the most dominant. The Second is "An Analysis of Word-Formation Process Found in Educational Articles of the Jakarta Post Website" by (Sari, 2022), the study primarily examined the most common derivation words used in the headlines of ten education articles on the "Jakarta Post Website" from October 2015 to April 2016. Third, is "An Analysis of Word Formation Processes Used by Food Vloggers" by (Elsa & Zaim, 2022), the researcher identified 196 words containing 11-word formation processes related to food, with borrowing being the dominant process. Fourth, is "An Analysis of Word Formation Processes of Jargon Word in Online Shop to Improve Vocabulary" by (Chulsum, 2020), the result showed that 21 jargon occurred such as compounding at 19%, clipping at 5%, acronyms at 14%, prefixes and suffixes 12%. The Fifth is "The Word Formation Process of Slang Words in Rich Brian's Song Titled Dat Stick" by (Teo & Mu'man, 2020), the researcher identified five-word formation for slang words: clipping, multiple process, blending, acronym, and coinage, with the majority of slang words appearing from the clipping process. Sixth, is "Word Formations of Jargon Used in the US Military in the Expendables 3 Movie" by (Seli, 2019), the study identifies four jargon forms: word forms, phrase forms, abbreviations, and acronyms, with word forms of jargon being the most frequently used. The second frequency of usage is jargon in phrase form which occurs in 12 phrases. Seventh, is "Slang Analysis of the Conversation among Drivers Gosend by Gojek: A Case Study in Whatsapp Group" by (Harared & Iriyansah, 2018), the study identifies various types of slang based on morphological processes such as blending, borrowing, clipping, initials, and derivation by adding specific affixes (suffix).

The researcher aims to explore the formation process of jargon words used in ticket reservations, such as *No Show, dep, or um*, as most people are unfamiliar with these terms. Learning jargon is crucial for frequent plane travelers, whether for vacation or business because all subjects have jargon words. To address this issue, the researcher applied Yule's (2010) theories to analyze the formation of discovered jargon words.

## METHOD

This research used the descriptive-qualitative method. According to Moleong (2010), qualitative research begins with assessing data and describing the study's purpose. Furthermore,

Bodgan and Taylor in Moleong (2010) defined qualitative research as a way of gathering descriptive data that includes both observed attitudes and written or spoken data from participants. This research was carried out at Air India Jakarta. The researcher chose to use Air India consumers and staff in this reserach since the researcher is directly involved in the observation sequence. During the observation, the researcher collected data simply by listening and conversing with Air India customers and other workers about the jargon used by Air India Jakarta. The jargon of ticket reservation was chosen because the public's interest in traveling began to rise following the COVID-19 pandemic.

The research uses primary data from several conversations both verbally and in written email with airline staff and customers. Then, to make it easier for the researcher to analyze the data, the researcher classified the types of word formation of jargon and identified the meanings of jargon words used in ticket reservations based on Yule’s theory, such as coinage, borrowing, compounding, blending, clipping, back-formation, conversion, acronyms, derivation, and multiple processes.

## RESULTS AND DISCUSSION

### Results

The researcher identified 24 jargon words based on types of word formation process, categorized as jargon due to their creativity in creating new terms and their exclusive use within a specific community. The following table is the finding about types of jargon of word formation process used in ticket reservation.

Table 1. List of Jargon Word used in Ticket Reservation

1	Open Jaw	13	DOI
2	No Show	14	OW
3	Blackout Date	15	STPC
4	Ferry Flight	16	NVB
5	Bizz	17	NVA
6	Eco	18	Endorsable
7	Dep	19	Non-Endorsable
8	Arr	20	Refundable
9	Pax	21	Rebooking
10	PNR	22	Boarding Pass
11	UM	23	Connecting Flight
12	WCHR	24	PIR

Table 2. Processes of Jargon Word Formation used in Ticket Reservation

No	Word Formation	Frequency
1	Coinage	-
2	Borrowing	-
3	Compounding	4
4	Blending	-
5	Clipping	5
6	Backformation	-
7	Conversion	-
8	Acronym	2
9	Initials	7

10	Derivation	4
11	Multiple Processes	2
Total		24

## Discussion

There are various jargon words commonly used in ticket reservation: *open jaw*, *ferry flight*, *UM*, and *BIZ*.

The following is the analysis of each type of jargon word formation:

### a) Acronym

An acronym is a word formed by combining the first letters of a name or multiple words into a single word.

- 1) **DOI:** The jargon word DOI is an acronym formed that refers to a *Date of Issue*. In ticket reservation terms “DOI” means date of ticket issuance.
- 2) **PIR:** The jargon word PIR is an acronym formed that refers to a *Property Irregularity Report*. In ticket reservation terms “PIR” means Reports provided by passengers to the airline that issued the ticket (in the form of a piece of paper) about the state of their baggage, which is delayed, misplaced, or even damaged.

### b) Compounding

Compounding is the combination of two words to create a single form, often resulting in compound adjectives and compounds of adjectives plus nouns.

#### 1) Open Jaw

“*Open Jaw*” is a compounding of words *open* (adjective) and *jaw* (noun). Open Jaw occurs when any of the following happens: the passenger’s outward destination is different from the departure city for the return trip; the passenger departs from the origin city and returns to a different city.

#### 2) No Show

“*No Show*” is a compounding of words *no* (noun) and *show* (noun). No Show means the passengers do not come to report to the check-in counter at the airport until the check-in deadline closes.

#### 3) Blackout Date

“*Blackout Date*” is a compounding of the words *blackout* (noun) and *date* (noun). Blackout Date means the regulation that prohibits the use of any kind of ticket price discount during specific times of the year, usually during the busiest seasons.

#### 4) Ferry Flight

“*Ferry Flight*” is a compounding of the words *ferry* (noun) and *flight* (noun). Ferry Flight means special authorizations are non-commercial and may not transport paid general passengers or paid entrusted cargo.

### b) Clipping

Clipping is a word-formation that removes the front or the end of a word. It’s also usually called shortening. Here, the researcher found the three processes of clipping. There are *biz*, *eco*, *dep arr* and, *pax*.

- 1) **Biz:** The word ‘biz’ is a jargon word derived from the word business. This method of clipping is known as back-clipping because the word’s end is removed and only the first part is used. *Biz* refers to the cost of a ticket, which determines whether the services provided are of a higher class.

- 2) **Eco:** The word ‘eco’ is a jargon word derived from the word economy. This method of clipping is known as back-clipping because the word’s end is removed and only the first part is used. *Eco* refers to the cost of a ticket, which determines whether the services provided are cheaper class.
- 3) **Dep:** The word ‘dep’ is a jargon word derived from the word departure. This method of clipping is known as back-clipping because the word’s end is removed and only the first part is used. *Dep* refers to an outgoing flight.
- 4) **Arr:** The word ‘arr’ is a jargon word derived from the word arrival. This method of clipping is known as back-clipping because the word’s end is removed and only the first part is used. *Arr* refers to an incoming flight.
- 5) **Pax:** The word ‘pax’ is a jargon word derived from the word passenger. This method of clipping is known as back-clipping because the word’s end is removed and only the first part is used. The word *pax* refers to someone who has purchased a plane ticket for a round-trip or a single flight.

### c) Initials

Initials are typically written in capital letters, with no space or period between them. An initial is not pronounced as a single word, but rather letter by letter. This is the analysis of several words that are formed through this process:

- 1) **PNR:** The jargon word PNR is an initial formed that refers to a *Passenger Name Record*. In ticket reservation terms “PNR” means an automated record of a client’s reservation that is created and stored in a computer reservation system. This term is always used by ticketing staff to verify passenger reservation information.
- 2) **UM:** The jargon word UM is an initial formed and refers to an *Unaccompanied Minor*. In ticket reservation terms “UM” means a passenger who is not traveling with an adult on the same flight and class. This term is frequently used by ticketing staff when passengers aged 5-11 traveling alone are almost certainly given a special UM form so that they can receive special treatment for that UM during the flight.
- 3) **WCHR:** The jargon word WCHR is an initial formed that refers to a *Wheel Chair Ramp*. This term is frequently used by ticketing staff when passengers request movement between the aircraft and the terminal, within the terminal, or between arrival and departure points on the terminal’s land side.
- 4) **OW:** The jargon word OW is an initial formed that refers to a *One Way*. In ticket reservation terms “OW” means Passengers who purchase plane tickets for a one-way trip.
- 5) **STPC:** The jargon word STPC is an initial formed that refers to a *Stopover Paid by a Carrier*. In ticket reservation terms “STPC” means there is a service for transit passengers that provides free hotel accommodations or access to the lounge if the transit time exceeds 6-7 hours.
- 6) **NVB:** The jargon word NVB is an initial formed that refers to *Not Valid Before*. In ticketing terms “NVB” means Tickets are not valid before departure date.
- 7) **NVA:** The jargon word “NVA” is an initial formed that refers to *Not Valid After*. In ticketing terms “NVA” means Tickets are not valid after the departure date (validity periods range from one month to one year).

### d) Derivation

Derivation is a word formation process that involves changing the form of word classes by adding affixes, either prefixes or suffixes, to the base of a word.

- 1) **Endorsable**

The word *endorsable* is categorized as a derivation because it combines the free morpheme *endorse* and bound morpheme *-able*. Word formation occurs when the suffix *-able* is added to the word *endorse* to create the new word *endorsable*. *Endorsable* refers to a ticket that can be switched to another airline by applicable regulations.

2) **Non-endorsable**

The word *non-endorsable* is categorized as derivation, combining the bound morpheme *-non* and *-able* with the free morpheme *endorse*. The word *non-endorsable* is created by adding the prefix *-non* and suffix *-able* to the word *endorse*. A non-endorsable ticket cannot be transferred to another airline and can only be used on the services of the specific airline.

3) **Refundable**

The word *refundable* is categorized as derivation because it combines the free morpheme *refund* and bound morpheme *-able*. Word formation occurs when the suffix *-able* is added to the word *refund* to create the new word *refundable*. *Refundable* refers to ticket conditions that can be partially refunded if the passenger cancels the ticket or a full refund if the airline by applicable regulations.

4) **Rebooking**

The word *rebooking* is categorized as derivation because it combines the free morpheme *book* and bound morpheme *-re* and *-ing*. Word formation occurs when the prefix *-re*, and suffix *-ing* is added to the word *book* to create the new word *rebooking*. *Rebooking* refers to passengers can make schedule changes (both time and date) to their ticket reservations.

e) **Multiple Process**

Multiple processes are a type of word formation that employs more than one process.

1) **Boarding pass**

The term *Boarding Pass* is formed through multiple process of word formation processes. *Boarding Pass* is referred to as a compound word because it combines two noun terms, *boarding* + *pass* to create a single term. In addition, the word *boarding* undergoes an inflectional process that involves two morphemes: free morpheme *board* and bound morpheme *-ing*. A *boarding pass* is a pass (usually a sticker attached to the label) issued by an airline officer during check-in to confirm that the passenger is permitted to board the plane.

2) **Connecting flight**

The term *connecting flight* is formed through multiple processes of word formation processes. *Connecting flight* is referred to as a compound word because it combines verb and noun terms, *connecting* + *flight* to create a single term. In addition, the word *connecting* undergoes an inflectional process that involves two morphemes: free morphemes *connect* and bound morpheme *-ing*. A *connecting flight* is also known as a transit. Long-haul flights are typically served with connecting flights. When one area does not have many flights from other areas, connecting flights may be necessary. Usually, connecting flights take longer.

## CONCLUSION

The objective of this research is to identify the word-formation of jargon words used in ticket reservations to improve vocabulary so that travelers can better understand the terms on plane tickets, making travel easier. From analyzing this jargon, there are 24 jargon for the word formation process found jargon word used in ticket reservation. They are initials, compounding, clipping, derivation, and multiple processes. The most dominant word formation process on jargon used in ticket reservation is initials (7 data), followed by clipping (5 data), compounding (4 data), derivation (4 data), acronym (2 data), and multiple processes (2 data).

Initials are increasingly being used in airline and travel agent communication to make information provision easier and faster. For example, when sharing information via telex machines, where the information about passengers available is limited, initials are dominant in communication in airlines or travel agencies.

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