

FORMAL AND INFORMAL LANGUAGE USED BY HANA MIYAKOSHI IN *WWW.WORKING!!* ANIME EPISODE I (*Ungkapan Formal dan Informal Hana Miyakoshi dalam Anime *www. working!!* Episode I*)

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Abstract

*The Japanese language have four levels of language formality. The languages classified as Kenjogo (humility language), Sonkeigo (honorific language), Teineigo (usual formal language), and the last is Futsugo (daily language). The formalities in the Japanese language also shown in Japanese animation, anime. This study researched the utterance by Hana Miyakoshi in Aniplex anime titled *www.working!!* episode I. This research focuses on discovering what type of and how Hana Miyakoshi utters the Japanese language used in the anime. This study is a descriptive qualitative study. The result of this study is there are 11 data of Hana Miyakoshi utterances. Those 11 is consisting of 3 formal variants and 8 informal variants. Hana Miyakoshi uses a Japanese formal variant when attending the costumer of Wagnaria, and she uses the informal variant of Japanese language when she is communicating with her coworker.*

Keywords: anime, level of language, Japanese, formal, informal

INTRODUCTION

Japanese is known by its distinctive language formalities. The formal language in Japanese divide into four types, *Kenjogo*, *Sonkeigo*, *Teineigo* and *Futsugo*. The use of those 3 formal language types can be divided base on the social status of the speaker and the hearer, vertically or horizontally. The vertical relationship deals with the hierarchical role of individuals and the horizontal relationship deals with the proximity the individual within or in the outside of the same group (Monty et.al., 2015).

Kenjogo is a language of humility, *Sonkeigo* is honorific language, and *Teineigo* is usual formal language. *Kenjogo* is used when the speaker acts as the referent of the utterance. This language is used when the speaker tries to convey the

willingness to lower his status against the speaker. Whereas the *Sonkeigo* is used to give respect to the referent of the utterance when they are different with the speaker or they are belonging to the different group. The last is *Teineigo*, the easiest polite form in Japanese. This polite form of Japanese is common to be used by the native speaker in their daily lives (Hiroyuki, 2010). Japanese also have another language such as *Futsugo* or *Kudaketa Hyougen*. This language used in daily lives and in an informal situation, such as conversing with families or friends (Kusuma, 2018).

The use of *Kenjogo*, *Sonkeigo*, *Teineigo*, and *Futsugo* can be found in anime. One of that anime is *www.working!!* produced by ANIPLEX, a Japanese anime and music production company owned by Sony Music Entertainment Japan and established in September 1995. ANIPLEX

has been involved in the planning, production and distribution of some anime series. *www.working!!* is an anime focused on the daily lives of the unusual employees at one of the units of the Wagnaria family restaurant. This anime aired on October 1, 2016, until December 24, 2016, with a total of 13 episodes.

Based on the story, Daisuke Higashida is a serious first-year student at Higashizaka High School. He lives a peaceful everyday life even though he is not satisfied with the family who doesn't laugh at all and makes him tired. However, his father's company goes bankrupt one day, and he can no longer afford allowances, cell phone bills, and commuter tickets. When his father orders him to take up a part-time job, Daisuke decides to work at a nearby family restaurant in order to avoid traveling 15 kilometers to school by bicycle (Utesar, 2016).

There are 10 main characters in this anime and 5 supporting characters. The main characters are Higashida Daisuke, the main protagonist, Hana Miyakoshi, the main heroine, Sayuri Muranushi, Masahiro Adachi, Kisaki Kondo, Shiho Kamakura, Yuta Shindo, Takuya Kono, Koki Saiki and Kenichiro Sakaki. The supporting characters are Miri Yanagiba, Rui Nagata, Yoko Miyakoshi, Tasaka and Daichi Sato. This research will focus on the speech produced by the main heroine, Hana Miyakoshi, because this character produces more diversity in using Japanese politeness form than the other characters.

The significance of the study is the Japanese politeness form is applicable in all aspect of Japanese cultures, one of them is in anime. Anime mostly reflect the cultural condition in Japanese real world, in this case, is the uses of Japanese polite language by female worker. Thereby by researching this field, the author can give a description how the female worker in Japanese use language of politeness in their field.

After describing the background study of this study, the writer defined the

questions of this study, i.e. (1) what type of Japanese politeness language used by Hana Miyakoshi in *www.working!!* episode 1 and (2) How Hana Miyakoshi utters his speech based on the social context?

The writer limits this study only on the first episode of this anime, whereas the total episode of this anime is 13. In this research the writer only focuses on the utterance from one character. The framework to analyze the problems are only in sociolinguistic social distance analysis.

Hana Miyakoshi

Hana Miyakoshi is a high student who works in Wagnaria as the floor chief. She is the main heroine in this *anime*. Her appearances are short dark tan hair and brown eyes. She wears the standard waitress uniform while working at the restaurant. Her school uniform consists of a white dress shirt, green skirt and green blazer. She also was seen wearing a light-brown coat.

The characteristic of Hana Miyakoshi can be described as a carefree person who likes to do things in a whim, but the good side she is very enthusiastic. Sometimes she can be clueless about the situation around her to a level that she is somehow undisturbed by her co-worker strange behavior.

She also shows a strict personality to her co-worker as she is the chief floor of Wagnaria. But she is somewhat disrespectful to her manager. She likes to punch her manager because of his miserable personality although he is the Wagnaria man in charge. However, when attending the consumers, her personality quickly changed to more friendlier personality.

Japanese Politeness Language

Japanese is very fond of politeness culture. The language itself differ from one another in usage. Japanese Politeness Language also is known as *Keigo* 敬語. There are four types of *Keigo*. The first is *Teineigo* 丁寧語

this polite style is definitely the easiest form of *Keigo* as it is ruled by regular grammar with a structure not far from the casual speech. For such reason, it is the first form of *Keigo* to be taught to Japanese language learners.

When the speaker is using *desu* (です) and *masu* (ます) instead of the dictionary form, it is considerate as a formal tone of Japanese (Nishizawa, 2016).

The second is *Sonkeigo* 尊敬語 honorific style of Japanese, in general, respectful language is directed at those in positions of power; for example, a superior at work or a customer. It also implies that the speaker is acting in a professional capacity.

The last is *Kenjogo* 謙義語 In general, humble language is used when describing one's actions or the actions of a person in one's in-group to others such as customers

in business. Humble language tends to imply that one's actions are taking place in order to assist the other person. Humble language (*Kenjogo*) is similar to respectful language in substituting verbs with other forms. For example, *suru* 'do' becomes *itasu* and *morau* 'receive' becomes *itadaku*. These two verbs are also seen in set phrases such as *dou itashimashite* 'you're welcome' and *itadakimasu* (いただきます—a phrase said before eating or drinking).

Japanese also have a variant of less polite language called *Futsugo* 普通語 standard Japanese, usually use dictionary form of word form. This variant of the language used in everyday lives of Japanese people when communicating with their friends or family. To understand more about these 4 variants of Japanese language, see table below.

MEANING	DICTIONARY FORM	RESPECTFUL (SONKEIGO)	HUMBLE (KENJŌGO)	POLITE (TEINEIGO)
see / look / watch	見る <i>miru</i>	ご覧になる <i>go-ran ni naru</i>	拝見する <i>haiken suru</i>	見ます <i>mimasu</i>
meet	会う <i>au</i>	regular (ex. お会いになる <i>o-ai ni naru</i>)	お目にかかる <i>o-me ni kakaru</i>	会います <i>aimasu</i>
be ¹	ある <i>aru</i>		ございます <i>gozaimasu</i>	あります <i>arimasu</i>
	いる <i>iru</i>	いらっしゃる <i>irassharu</i>	おる <i>oru</i>	います <i>imasu</i>
come / go ¹	来る <i>kuru</i> (come) 行く <i>iku</i> (go)	おいでになる <i>o-ide ni naru</i>	伺う <i>ukagau</i> (to respectful location) 参る <i>mairu</i> (to other)	来ます / 行きます <i>kimasu / ikimasu</i>

As we can see from the tables above, there are some changes in the form of the word in each column. The second column from the left is *Futsugo*, the dictionary form of Japanese language, followed by *Sonkeigo*, *Kenjogou*, and *Teineigo*.

Social Status

As we know language use is different by the gender of the speaker. Women and man used different language in communication. There are also some claims that women

language tends to be more polite than the man language. The difference of the use of language may be imprinted in some communities. The difference in language may only on some linguistic features although the men and women use the same language.

One example that the language use is different based on gender is Japanese. In modern standard Japanese, these distinctions are more a matter of degrees of formality or politeness than gender. So the

men's forms are largely restricted to casual contexts and are considered rather vulgar, while the women's forms are used by everyone in public contexts. Increasingly, too, as gender roles change, with more women in the workforce and more men prepared to assist in child-rearing, young Japanese women are challenging restrictive social norms and using the men's forms. While initially women who used these forms were regarded as rather 'macho', the social meaning of these forms is changing. They are no longer so many signals of masculinity as of informality and modernity (Holmes, 2013).

The more underlining matter is gender differences in language use is one aspect of more pervasive linguistic features to reflect social status or power differences in the society. In this matter, Japanese language is very hierarchical between the men and the women.

The language also affected by the age of the speaker and the hearer. The Japanese also use difference Japanese language according to the age of the speaker and the hearer. Polite Japanese language, or *Keigo*, is in itself showing your consideration and respect for a person older than you, with a different position or experience in a company. That is to say, your speech will differ according to the person in front of you: a friend, a colleague, a chief or a client; and to whom you a referring to yourself, your friend, colleague or client (Nishizawa, 2016).

Social status also plays important role in what language you use. As mentioned above by Nishizawa, we can also imply that social status of the speaker and hearer play an important role. Basically speaking, the higher the status of the speaker versus the speaker, the language may be less polite rather than when the status of the speaker is lower than the hearer.

METHOD

This research will use descriptive qualitative approach to solve the research question. The descriptive qualitative approach is a way of conducting research by using words, not numbers. Descriptive is a method of research that gives an image or description about ongoing phenomena whether that is natural or artificial. A qualitative research is approach that resulting in written words or speech from the observed people and their behavior (Moleong, 2007).

The data for this study is the speech uttered by Hana Miyakoshi in anime *www.working!!* episode I. The data source for this study is anime *www.working!!* episode I produced by Aniplex.

The method of collecting data is observation and writing method. The writer will first watch the anime and at the same times taking notes what is the utterance used by Hana Miyakoshi. The data will be labeled with numbers, such as data 1, data 2, and so on.

The analysis procedure in this research will be (1) categorize the data founded within *Teineigo*, *Sonkeigo*, *Kenjogo*, and *Futsugo* category, (2) provide each data with transcription and English translation, (3) analyze the context situation, and (4) give conclusion .

RESULT AND DISCUSSION

This chapter will cover the data founded in the data source. The writer founded 11 data consisting of the situation where Miyakoshi utter her utterances. There are only 3 data that is not the daily variance of Japanese language, thereby the classification is this chapter is divided into 2 types, formal variance and informal variance. Since the informal data consisting of 8 data with the same characterizations like using dictionary form and incomplete sentences, the data is saturated. Thereby the writer will only use 3 data of informal utterances by Miyakoshi.

This chapter also covers the discussion of this research, whereas there are many limitations in this research that needs to be further analyzed.

Formal Variant

Data 1

Time: 01.38—02.03

1. Miyakoshi :
いらっしやいませ、ワクナリアへようこそ、お一人様ですか?
 2. Higashida : あのすみません。
 3. Miyakoshi : はい?
 4. Higashida :
俺アルバイトの面接の来まして。
 5. Miyakoshi : あ、面接の方ですね。
 6. Higashida : 東田と申します。
 7. Miyakoshi :
今店長に確認参りますので、恐れ入りますが、
少しお持ちいただけますか?
-
1. Miyakoshi : *Irasshaimase, wakunaria he youkoso, ohitori-sama desuka?*
'Welcome to Wagnaria, do you want a table for one person?'
 2. Higashida : *Ano sumimasen.*
'Excuse me.'
 3. Miyakoshi : *Hai?*
'Yes?'
 4. Higashida : *Ore arubaito no mensetsu no kimashite.*
'I've come to take an interview.'
 5. Miyakoshi : *Aa, mensetsu no kata desune.*
'Alright, so you are the one who wants to take the interview.'
 6. Higashida : *Higashida to moushimasu.*
'My name is Higashida.'
 7. Miyakoshi : *Ima tenchou ni kakunin mairimasu node, osore irimasu ga, sukoshi omachi itadakemasu ka?*
'I will call the manager now, could you wait a minute?'

Context: this is the first scene where Higashida had entered Wagnaria to take work interview. Miyakoshi had assumed he is a costumer until Higashida told his intention of coming to Wagnaria.

Analysis: For analysis of utterances used by Miyakoshi in this scene, Miyakoshi

used a *Sonkeigo* in sentence 1, 5 and 7. These sentences considered as *Sonkeigo* because of the usage of words *irasshaimase, sama, kata, mairimasu, osore irimasu, and itadakemasuke*. Those words were considered as the polite forms in the Japanese language. Miyakoshi used this form of language because at first, she was thought that Higashida is a costumer, but then she realizes that he wants to take work interview in the Wagnaria. Miyakoshi still used a polite form after that to Higashida because the social distances between them are stranger.

Data 2

Time 05.59—06.11

1. Miyakoshi :
何でこんな人ウェイトレスを。。
 2. Higashida : いらっしやいませ。
 3. Miyakoshi :
そんな、表情まで変わっていい。
-
1. Miyakoshi : Nande konna hito waitoresu wo.
'Why people like that become a waitress?'
 2. Higashida : Irasshaimase.
'Welcome to Wagnaria.'
 3. Miyakoshi : Sonna, Hyoujou made kawatteiru.
'Impossible, she can change her expression.'

Context: This data is taken from the scene where Miyakoshi and Higashida go to the front receptionist to welcome the customer.

Analysis: This data showed Miyakoshi use formal language of *Sonkeigo, irasshaimase*. She uses this form of formal Japanese language because she is speaking with a customer. This switch of language causes a shock to Higashida because when speaking to the same Wagnaria worker she uses a more informal style of the Japanese language. This use of formal language also indicating that the language used between the waiter or waitress and the customer is more in a formal way, as is in the professional world.

Data 7

Time 15.40—15.52

1. Higashida : さっさと帰れ。。。。
2. Miyakoshi : いらっしゃいませ、東田くんのご家族なんですか、いつもお世話になってます。
3. Higashida's Father: こちらこそだいすけが。。。。
1. Higashida : *Sassato kaere...*
'Just go home now...'
2. Miyakoshi : *Irasshaimase, Higashida-kun no gokazoku nandesu ka, itsumo osewa ni natteimasu.*
'Welcome! Are you Higashida-kun family, we are sorry to always to trouble him.'
3. Higashida's Father: *Kochira koso Daisuke ga...*
'We would like to say the same thing for our Daisuke.'

Context: This data is a scene where Higashida family visited Wagnaria to check Higashida workplace. Because they are disturbing his work, Higashida meant to ask them to go home.

Analysis: In this scene, Miyakoshi used the formal variant of Japanese when addressing Higashida's family, she used *irasshaimase* and *itsumo osewa ni natteimasu*. Uses of *irasshaimase* by Miyakoshi showed that she is professional in work evenly the customer is coworker family. Sentences *itsumo osewa ni natteimase* is commonly used in Japanese to expressing modesty. This expression is one kind of *Sonkeigo*.

Informal Variant

Data 2

Time 05.08—05.58

1. Tencho :
フロアーチーフの宮城さんです。同じ高校生だし、
仕事は彼女に聞いてね。
2. Higashida : よろしく願いいたします。面接の時にいた人か。
3. Miyakoshi : じゃ、さっそく。

4. Higashida : はい。
5. Miyakoshi : まず、店長を破り方だ。
6. Higashida : はい。
7. Miyakoshi : こいつがあごが弱点。
8. Tencho : 宮城さん。。
9. Miyakoshi : 客が来たら「いらっしゃいませ」、大きな声でな、帰るときは「ありがとうございました」。
10. Higashida : はい。
11. Miyakoshi : で、客が帰えたらさっそく下げることに。
12. Higashida : はい。
13. Miyakoshi : そして店長のあご、店の近くにねこをえさにやるな！
14. Tencho : ごめんね。
15. Miyakoshi : とりあえず新人はこんなもんだ、わからないことは聞け。
16. Higashida : あの。。
17. Miyakoshi : 何だ？
18. Higashida : 最後はひっしですか？
19. Miyakoshi : 一か月覚えないとお前もあんなになるからな。
20. Higashida : 気をつけます。
21. Miyakoshi : じゃ、フロントに行くぞ。

1. Tencho: *Furoa chiefu Miyakoshi desu. Onaji koukosei dashi, shigoto ha kanojo ini kiite ne.*
'This person here is the floor chief, Miyakoshi. She is also a high school student, if you have a question about work, please ask her.'
2. Higashida : *Yoroshiku onegai itahsimasu. Mensetsu no hito ka.*
'Please take care of me. The person I met when I was interviewed, right.'
3. Miyakoshi : *Ja, sassoku.*
'Well then lets go.'
4. Higashida : *Hai*
'Yes.'
5. Miyakoshi : *Mazu, Tencou no naguri kata.*
'First, how to punch the manager.'
6. Higashida : *Hai.*
'Yes.'
7. Miyakoshi : *Koitsu ga ago no jakuten.*
'This person weakness is his chin.'

8. Tencho : Miyakoshi-san...
'Miyakoshi-san...'
9. Miyakoshi : Kyaku ga kitara
"Irasshaimase", ookina koe de na, kaeru
toki ha "Arigatougozaimashita".
'When the costumer came, say "Welcome",
in loud voice okay, when they finish and go
home say "Thank you".'
10. Higashida : Hai.
'Yes.'
11. Miyakoshi : De, kyaku ga kaetara sassoku
sageru koto.
'After that, you have to clean the table.'
12. Higashida : Hai.
'Yes.'
13. Miyakoshi : Soshite Tencho no ago, mise
no chikakuni neko wo esa ini yaru na!
'After that punch the manager, don't feed
the stray cat near the restaurant.'
14. Tencho : Gomenne
'I'm sorry.'
15. Miyakoshi: Toriaezu, shinjin ha konna
mon da, wakaranai koto ha kike.
'On the other side, the work for newcomer
just that, if you have a question just asks.'
16. Higashida : Ano..
'Excuse me.'
17. Miyakoshi: Nanda?
'What?'
18. Higashida : Saigo ha hisshi desu ka?
'Is the last part necessary?'
19. Miyakoshi: ikkagetsu oboenai to omae
mo annani naru kara na.
'If you cant remember your works in one
month you will become like.'
20. Higashida : Ki wo tsukemasu
'I'll be more careful in the future. '
21. Miyakoshi: Ja, furonto ini iku zo.
'Lets go to front.'

Context: This scene was about lecturing Higashida in his first-day work. In this scene, Higashida is acquainted with the floor chief of Wagnaria and also his mentor in training period, Miyakoshi.

Analysis: All the utterances used by Miyakoshi in this data is daily Japanese. This analysis can be highlighted with the form of words used by Miyakoshi that is in dictionary forms such as *naru* and *iku*. The form of informal variation by using incomplete sentences uttered by Miyakoshi

also can be seen in almost all sentence, incomplete sentences mean is not using ending particles such as *desu* and *arimasu*, in further analysis, it is a proof that this Japanese variant is not the formal one.

Data 4

Time 08.11—08.57

1. Miyakoshi : 村主?普通に普通だけど、知っていえば、
風潮ちゃんとしろよな!
2. Tencho : しているよ。
3. Miyakoshi : あいつ大学受験で店を休んでたとき、
店内がみょう寒かった

り、暗かったり、トイレの壁に「村主
を出せ」で血文字でかい

てあったりしたけど、びっくりことは
とくになかったな。
4. Higashida : っていうか、お前の真剣にびっく
りだよ。
5. Muranushi : 何をはなしているの?
6. Miyakoshi: おお、むらぬし。。
7. Muranushi :
いいわね、高校生同士楽しそうで。
8. Miyakoshi : いや、東田ってさ。。
9. Higashida :
その、村主さん靈感強いかなって。。
10. Muranushi :
私幽霊なんて信じない、見たことない
もん。
11. Higashida : なんですと!
1. Miyakoshi : Muranushi? Futsu ni futsu
dakedo, *shitteiba*, *fuuchou chanto shiro yo*
na!
'Muranushi? She is a simple person, by the
way, make sure you turn on the heater!'
2. Tencho : *Shiteiru yo*.
'I already had.'
3. Miyakoshi : Aitsu daigaku jiken de mise
wo *yasundeta* toki, *tennai ga you*
samukattari, *kurakattari*, *toire no kabe ni*
"Muranushi wo dase" de chi
moji de kaite attari shita kedo, *bikkuri koto*
ha toku ni nakatta.
'When she is taking a break to do
university entry exam, inside the restaurant

- became cold, darker, and in the toilet wall there is a word "Give me Muranushi" written with blood, other than that, there is nothing particular in my mind.'
4. Higashida : *Tteiuka, omae no shinken ni bikkuri da yo.*
'I rather surprised with your seriousness.'
 5. Muranushi : *Nani wo hanashiteru no?*
'What are you guys talking about?'
 6. Miyakoshi : *Ooo, Muranushi..*
'Ooo, Muranushi...'
 7. Muranushi : *Ii wa ne, kokousei doushi tanoshi sou de..*
'You guys seem to have fun talking to each other since in the same high school-age....'
 8. Miyakoshi : *Iya, Higashida tte sa.*
'Is not like that, but Higashida....'
 9. Higashida : *Sono, Muranushi-san reikan tsuyoi ka natte.*
'I think Muranushi-san have a high spiritual power.'
 10. Muranush : *Watashi yuurei nante shinjinai, mita koto nai mon.*
'I don't believe in ghost, and I never saw one.'
 11. Higashida : *Nandesuto!*
'Really?'

Context: This data is about Miyakoshi and Higashida talking about Muranushi. Higashida thought that Muranushi is having strong spiritual power because there are many unexplained things happen in the Wagnaria when Muranushi is working.

Analysis: In this data, Miyakoshi used an informal Japanese language variant, she uses word *dakedo* that is the informal way in saying particle *ga*, *dakedo* itself in a dictionary means but or however. Muranushi also used past informal form of Japanese languages such as *yasundeta* derivate from *yasundemashita*, *shita* from *shimashita*, and *nakatta* from *arimasen deshita*. Miyakoshi also used an incomplete sentence in sentence 7. Her utterances used an informal variant because she speaking with her coworker in Wagnaria.

Data 5

Timeline 09.50—10.36

1. Miyakoshi
: いかげにしろよ木崎、サボるは、

- たばこ吸うは、お前やる気あんのかよ。
2. Kisasi :
宮城、大化の改心は何年？
 3. Miyakoshi :
ひ、ひどいわ、自分はいいい大学だから馬鹿にして。。
 4. Tencho :
あの木崎さん、宮城さんの言うとり、もうちょっと。。
 5. Kisasi
: 東田は進学校だっけ。。
 6. Higashida : ええ、一応。
 7. Kisasi :
江戸時代中期とくがわよしむね命で安吾を学んだ学者二名？
 8. Higashida :
のろげんじょとおおきこんによ。ほら、一応時給もらってですし、お仕事をしましょう。
 9. Miyakoshi : 東田かっこい。
 1. Miyakoshi : *Ikageni shiro yo Kisasi, saboru ha, tabako wo suu ha, omae yaruki anno ka yo.*
'Get your head together Kisasi, skipping work, smoking, don't you have any work ethics?'
 2. Kisasi : *Miyakoshi, Taika no kaishin ha nannen?*
'Miyakoshi, when is Taika reformation happen?'
 3. Miyakoshi : *Hi, Hidoi wa, jibun ha ii daigaku dakara baka nishite..*
'You are so mean just because you are studying in good university...'
 4. Tencho : *Ano Kisasi-san, Miyakoshi-san no iu tori, mou chotto..*
'Please Kisasi-san, just listen to Miyakoshi-san...'
 5. Kisasi : *Higashida ha shingakkou dakke..*
'Higashida, you are studying in prep school for universities right?'
 6. Higashida : *Ee, ichiou.*
'Yes, I do.'
 7. Kisasi : *Edo jidai chuuki Tokugawa Yoshimune mei de ango wo mananda gakusha nimei?*
'The name of two scholars who got to learn Deutsch Edo under Tokugawa Yoshimune decree in Edo period?'

8. Higashida : *Noro Genjo to Aoki Konyo. Hora, ichiou jikyuu moratte desushi, oshigoto wo shimashou.*
'Noro Genjo and Aoki Konyo. See Kisaki-san, we got paid hourly, so let's do our job.'
9. Miyakoshi : *Higashida Kakkoi.*
'You are cool, Higashida.'

Context: This data is from the scene when Miyakoshi and manager reprimand Kisaki for not doing her work seriously. Kisaki then mocking Miyakoshi with a hard question about when Taika Reformation has happened.

Analysis: In this data Miyakoshi is using informal Japanese language by using dictionary form words such as *saboru* and *suu*. Another indicator is Miyakoshi is using incomplete sentences in her utterance. Miyakoshi also founded using woman language by using particles *wa* in sentence 3. All her utterance was uttered in informal Japanese since she was conversing with her coworker.

As we can see from some analysis of the founded data above, the author can conclude that Miyakoshi utterance of formal and informal Japanese is based on to who she is speaking. If she is speaking to a customer or unknown person, she will use formal language, and to her coworker, doesn't matter what their status, she will use informal language. This also indicates the social distance status between Miyakoshi and her interlocutor.

The using of formal and informal language can be discovered by knowing some indication, the formal language is using complete sentences, and using different word form from dictionary variant. Also, the formal variant of Japanese would likely to happen in the workplace situation. On the other hand, using of informal variant can be indicated with the used of dictionary word form and incomplete sentences.

The limitation of this research is the writer only analyzing the usage of formal and informal variant indicated through word form and the completeness of a sentence. The writer not using particles in sentences and the sentences type. Further, using phonological point of view may also affect the classification of formal and informal sentences indicated by the description above.

CONCLUSION

There are two main conclusions in this research. Those conclusions are there are 11 data where Miyakoshi used *Sonkeigo* variant and *Futsugo* variant. The detail of those data is 3 data is using formal/*Sonkeigo* Japanese variant and 8 data is using informal/*Futsugo* Japanese variant. Miyakoshi used a formal Japanese variant when she is attending the Wagnaria costumer. Other than that, with her coworker, she uses informal Japanese variants.

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