

The Use of Formal and Informal Language Varieties in Internal Communication of the Deli Serdang Regency DPRD

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ABSTRACT

Internal communication in government institutions requires the appropriate use of language varieties according to communicative contexts. This article aims to describe the use of formal and informal language varieties in the internal communication of the Regional House of Representatives (DPRD) of Deli Serdang Regency based on Practical Work Experience (PKL). A qualitative descriptive method was applied through direct observation and documentation of spoken utterances. The findings show that formal language is used in official and institutional activities, while informal language is used in daily work communication for coordination and task instructions. These findings indicate that language use within the DPRD is contextual and adaptive.

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1. INTRODUCTION

Language is a means of communication among members of society in the form of sound symbols produced by human speech organs [1]. In an institutional context, especially within government institutions, language has a strategic role because it not only functions as a communication tool but also as a representation of authority, professionalism, and institutional legitimacy [2]. Therefore, the use of language in bureaucratic environments must consider norms, context, and communication purposes so that the message conveyed can be understood accurately and effectively.

Language variety refers to the variation or type of language used according to a particular context. Language varieties

arise due to differences in speakers, environments, and communication purposes. In everyday life, individuals often shift between various language varieties, either consciously or unconsciously, as a form of adaptation to a dynamic social environment. Based on the situation, language variety is divided into formal and informal language.

Language varieties have distinctive characteristics that differentiate them based on certain aspects such as vocabulary, sentence structure, intonation and stress (especially in spoken language), as well as style. The following are the characteristics of formal and informal language varieties:

a. **Formal Language Variety:**

- Uses standard words in accordance with the rules of the

Kamus Besar Bahasa Indonesia (KBBI).

- Example: "I will convey this information to my colleagues."

b. **Informal Language Variety:**

- Uses non-standard words or slang that are more casual.

- Example: "I'm gonna tell this info to my friends."

Several researchers have conducted studies on formal and informal language varieties. [3] examined formal and informal language. Formal language is a type of language used in formal situations such as academic activities on campus. It does not include everyday language or non-formal expressions. In contrast, informal language refers to speech used in informal or non-formal situations, such as conversations among friends or family members. Informal speech tends to be more relaxed and may include everyday language, non-standard expressions, and other casual forms.

Furthermore, a study by [4] entitled *The Use of Formal and Informal Language in the Islamic Student Association (HMI) Organization at FIS Unimed* shows that formal language is preferred in meetings and official events to create a professional atmosphere, while informal language is more commonly used in daily interactions to strengthen relationships among members. The choice of language variety is influenced by the situational context, interpersonal relationships, and communication goals. However, some members face challenges in distinguishing when to use formal language in official events and when informal language is appropriate in casual situations. A balanced use of formal and informal language is essential to achieve effective communication and to strengthen solidarity among members. Therefore, further socialization and guidance are recommended to help members better understand and apply appropriate communication norms within the organization.

In addition, research by [5] entitled *The Use of Indonesian Language Varieties in Student Communication in the Digital Era*

reveals that students tend to use informal language in online communication, while formal language is still maintained in academic contexts. [6] also state that language variety must be adjusted to the situation, purpose, and interlocutor. Understanding context is key to selecting the most appropriate language style. Based on these studies, it can be concluded that both formal and informal language varieties are used in governmental and non-governmental institutions.

In legislative institutions such as the Regional House of Representatives (DPRD), internal communication plays an important role in supporting legislative, budgeting, and supervisory functions. Internal communication includes interactions between leaders, council members, secretariat staff, and other supporting parties. Each form of communication requires the appropriate use of language variety depending on the context, whether in formal meetings, public hearings, or daily work interactions.

The use of formal language in the DPRD environment is typically found in official and institutional activities, such as plenary meetings, hearings, and the delivery of policies and institutional decisions. This variety is characterized by the use of standard vocabulary, complete sentence structures, and a firm and authoritative style. On the other hand, informal language is often used in daily operational communication, such as giving work instructions, task coordination, and interactions between staff and student interns.

Based on field observations during an internship at the DPRD of Deli Serdang Regency, there is a significant difference in language use between formal situations and everyday work settings. In formal activities, speakers tend to use standard and structured language, while in non-ceremonial interactions, a more relaxed yet still professional style is used. This phenomenon indicates that language use within the DPRD environment is dynamic and context-dependent.

Therefore, studying the use of formal and informal language in internal communication at the DPRD of Deli Serdang

Regency is important. This research is expected to provide an overview of language use patterns in bureaucratic settings and to serve as a reference for the development of linguistic studies, particularly in the fields of sociolinguistics and governmental communication.

2. METHODS

This study was conducted using a qualitative descriptive method based on field observation, aiming to describe linguistic phenomena factually in accordance with the conditions found during the internship (PKL). [7] state that there are three stages in data analysis. The first stage is **Data Reduction**, in which 20 initial data were analyzed and then reduced to 16 data that were relevant to this study. The next stage is **Data Display**, where the reduced data were presented in the form of tables, namely Table 1 (formal language variety) and Table 2 (informal language variety), supported by brief descriptions. Based on this presentation, there are 6 data of formal language used in official situations and 10 data of informal language used in daily work interactions. The final stage is **Conclusion Drawing/Verification**, which involves drawing conclusions from the analyzed data. The results show that internal communication in the DPRD of Deli Serdang Regency uses both formal and informal language varieties contextually. This conclusion was verified by rechecking the data against the observation results, ensuring its validity and accordance with field conditions.

The research was conducted at the DPRD of Deli Serdang Regency during the internship (PKL). This study focuses on observing the use of formal and informal language varieties in internal communication.

The implementation of activities was carried out directly within the DPRD environment through the researcher's involvement in daily work activities, such as internal meetings, administrative tasks, coordination among staff, and interactions between employees and student interns. This allowed the researcher to directly observe the

forms of language use in both formal and informal situations.

The stages of implementation consisted of several steps:

- a. preliminary observation, conducted to understand the work environment and internal communication patterns in the DPRD of Deli Serdang Regency;
- b. intensive observation, involving recording spoken utterances used by staff and DPRD members in various communication situations;
- c. data recording, in the form of documenting utterances containing formal and semi-formal language varieties; and
- d. data classification, which involved grouping the utterances based on their context and language variety.

The data sources in this study were derived from spoken utterances of staff and members of the DPRD of Deli Serdang Regency obtained during the internship. The data were collected through direct observation and field notes without altering the natural communication situations. Furthermore, the collected data were analyzed descriptively to explain the characteristics of formal and semi-formal language use in internal communication within the DPRD of Deli Serdang Regency.

This method was chosen because it aligns with the objective of the study, which is to provide a factual description of language use in a governmental work environment and to present an accurate overview of internal communication practices during the internship.

3. RESULTS AND DISCUSSION

3.1 Results

The results of the activity were obtained through direct observation during the implementation of the Field Work Practice (Internship) at the Regional House of Representatives (DPRD) of Deli Serdang

Regency. The data collected consisted of spoken utterances used in internal communication, which were then classified

into two language varieties: formal and non-formal.

1. Data on the Use of Formal Language Variety

Table 1. Data on the Use of Formal Language Variety in Internal Communication at the Regional House of Representatives (DPRD) of Deli Serdang Regency

No	Tanggal	Tuturan
1	Kamis, 15 Januari 2026	"Kami berharap kegiatan ini dapat menambah pemahaman siswa mengenai pentingnya hukum dalam kehidupan berbangsa dan bernegara."
2	Selasa, 20 Januari 2026	"Dipersilahkan kepada Bapak Sekwan."
3	Kamis, 22 Januari 2026	"Rapat pada hari ini dilaksanakan untuk membahas rencana relokasi pedagang Delimas sebagai bagian dari penataan kawasan pasar."
4	Kamis, 22 Januari 2026	"Demikian untuk menjadi perhatian."
5	Senin, 02 Februari 2026	"Seluruh hasil rapat akan disampaikan kepada pihak terkait sesuai dengan prosedur yang berlaku."
6	Selasa, 10 Februari 2026	"Rapat Dengar Pendapat merupakan forum resmi untuk menampung dan mendengarkan aspirasi dari pihak terkait."

Explanation of Table 1. Data on the Use of Formal Language Variety

Based on the data in Table 1, the utterances used in internal communication within the DPRD of Deli Serdang Regency show the characteristics of formal language variety. This can be seen from the use of standard vocabulary, complete sentence structures, and formal communication settings such as meetings or official activities.

1) Data 1 (January 15, 2026)

The utterance "Kami berharap kegiatan ini dapat menambah pemahaman siswa mengenai pentingnya hukum dalam kehidupan berbangsa dan bernegara." is categorized as formal language because it uses standard vocabulary, complete sentence structure, and is delivered in an official context.

2) Data 2 (January 20, 2026)

The utterance "Dipersilahkan kepada Bapak Sekwan." is considered formal language because it uses a respectful form and official address terms in a formal situation, namely when inviting an official to speak.

3) Data 3 (January 22, 2026)

The utterance "Rapat pada hari ini dilaksanakan untuk membahas rencana relokasi pedagang Delimas sebagai bagian dari penataan kawasan pasar." uses a clear sentence structure, standard language, and discusses an official agenda, thus it belongs to the formal language variety.

4) Data 4 (January 22, 2026)

The utterance "Demikian untuk menjadi perhatian." is a closing statement commonly used in official communication or meetings, therefore it is included in the formal language variety.

5) Data 5 (February 2, 2026)

The utterance "Seluruh hasil rapat akan disampaikan kepada pihak terkait sesuai dengan prosedur yang berlaku." uses standard language and is related to official administrative processes, so it is categorized as formal language.

6) Data 6 (February 10, 2026)

The utterance "Rapat Dengar Pendapat merupakan forum

resmi untuk menampung dan mendengarkan aspirasi dari pihak terkait." uses official terminology and systematic sentence structure, indicating the use of formal language.

From all the data above, it can be concluded that the formal language variety is used in

official situations such as meetings, the delivery of institutional information, and communication with officials or individuals.

2. Data on the Use of Non-Formal Language Varietyolding certain positions.

Table 2. Data on the Use of Semi-Formal Language Variety in Internal Communication at the Regional House of Representatives (DPRD) of Deli Serdang Regency.

Number	Date	Utterance
1	Wednesday, 14 January 2026	"Jurusan apa?"
2	Wednesday, 14 January 2026	"Perkenalkan diri dulu sama semua yang di ruangan."
3	Wednesday, 14 January 2026	"Tolong ke ruangan TU minta stempel ya."
4	Kamis, 15 January 2026	"Nanti bantu-bantu di ruangan paripurna ya."
5	Selasa, 20 January 2026	"Nanti kalian bertanya ya pada saat rapat itu."
6	Kamis, 22 January 2026	"Dek, ayo ke ruang Komisi I nanti catat apa aja yang penting terus buat narasi ya."
7	Jumat, 30 January 2026	"Dek, tolong susun berkas ini sesuai sama contohnya ya."
8	Senin, 02 February 2026	"Dek, buat narasi lagi ya."
9	Jumat, 06 February 2026	"Nanti lanjutin yaaa rekapan SPT-nya, jangan ada yang ketinggalan."
10	Selasa, 10 February 2026	"Ada lagi pertanyaan?"

Explanation of Table 2. Data on the Use of Semi-Formal Language Variety

Based on the data in Table 2, the utterances used in daily communication within the DPRD of Deli Serdang Regency show the characteristics of a semi-formal language variety. This variety is usually used in less formal situations, such as conversations among employees or instructions given to internship (PKL) students.

1. Data 1 (January 14, 2026)

The utterance "*Jurusan apa?*" is categorized as non-formal language because the sentence is short and used in a casual conversation to ask about educational background.

2. Data 2 (January 14, 2026)

The utterance "*Perkenalkan diri dulu sama semua yang di ruangan.*" is considered non-formal because it uses everyday language while still being polite.

3. Data 3 (January 14, 2026)

The utterance "*Tolong ke ruangan TU minta stempel ya.*" is categorized as non-formal because it includes an additional word like "*ya*" which indicates a casual tone in the workplace.

4. Data 4 (January 15, 2026)

The utterance "*Nanti bantu-bantu di ruangan paripurna ya.*" is considered non-formal because it uses less standard language and functions as an informal instruction.

5. Data 5 (January 20, 2026)

The utterance "*Nanti kalian bertanya ya pada saat rapat itu.*" shows a conversational and relaxed tone while still being polite, so it is categorized as non-formal.

6. Data 6 (January 22, 2026)

The utterance "*Dek, ayo ke ruang Komisi I nanti catat apa aja yang*

penting terus buat narasi ya." is categorized as non-formal because it uses the informal address "Dek" and everyday conversational language.

7. **Data 7 (January 30, 2026)**
The utterance "*Dek, tolong susun berkas ini sesuai sama contohnya ya.*" uses casual language and informal address, therefore it is classified as non-formal.
8. **Data 8 (February 2, 2026)**
The utterance "*Dek, buat narasi lagi ya.*" is a light directive in daily conversation, so it is categorized as non-formal.
9. **Data 9 (February 6, 2026)**
The utterance "*Nanti lanjutin yaaa rekap SPT-nya, jangan ada yang ketinggalan.*" uses conversational language and informal emphasis, thus it is considered non-formal.
10. **Data 10 (February 10, 2026)**
The utterance "*Ada lagi pertanyaan?*" is categorized as non-formal because it is a question delivered in a relaxed manner during a discussion or meeting.

Based on the explanation above, it can be concluded that the semi-formal language variety is used in daily communication among employees and internship (PKL) students because the situation is more relaxed, even though it still takes place within a professional work environment.

3.2 Discussion

Based on the results presented in Table 1 and Table 2, it can be seen that the use of language varieties in internal communication within the DPRD of Deli Serdang Regency is highly influenced by the context and situation of communication. Formal and semi-formal language varieties are used side by side according to communication needs, both in official activities and in daily workplace interactions.

Discussion of Formal Language Variety

The data in Table 1 show that the formal language variety is used in official and institutional communication situations, such as meetings, public hearing forums, and the delivery of administrative information. This variety is characterized by the use of standard vocabulary, complete sentence structures, and a formal and authoritative style of delivery.

The utterance "*Rapat pada hari ini dilaksanakan untuk membahas rencana relokasi pedagang Delimas sebagai bagian dari penataan kawasan pasar*" demonstrates the characteristics of formal language through the use of standard diction and passive sentence construction commonly found in official government documents and forums. In addition, the expression "*Demikian untuk menjadi perhatian*" reflects an administrative linguistic formula that functions as a closing emphasis in the delivery of official information.

The use of formal language in DPRD internal communication serves to maintain clarity of information, avoid ambiguity, and reinforce institutional authority. This variety also reflects organizational hierarchy and bureaucratic governance, which require precision and consistency in language use.

Discussion of Non-Formal Language Variety

Meanwhile, the data in Table 2 show that the non-formal language variety is used in daily operational workplace interactions. This variety is commonly used in communication between employees and internship (PKL) students, as well as among employees in the context of giving simple instructions and coordinating tasks.

Utterances such as "*Dek, tolong susun berkas ini sesuai sama contohnya ya*" and "*Nanti lanjutin yaaa rekap SPT-nya*" indicate a sense of familiarity through the use of informal address terms and particles such as "*ya.*" Although not fully standard, these utterances still contain elements of politeness and professionalism.

The use of non-formal language serves to create a more communicative and

flexible working atmosphere. It facilitates the delivery of instructions and improves coordination effectiveness without eliminating the professional norms that apply within the DPRD environment.

Comparison of Formal and Non-Formal Language Use

The comparison between formal and non-formal language varieties shows that both complement each other in internal communication within the DPRD of Deli Serdang Regency. Formal language is used for institutional purposes and policy legitimacy, while non-formal language supports operational efficiency and everyday working relationships.

These findings indicate that language use within the DPRD is adaptive and contextual. The choice of language variety is not rigid but is adjusted to the communication objectives, situations, and social relationships among speakers.

4. CONCLUSION


Based on the results of the Field Work Practice (PKL) conducted at the Regional House of Representatives (DPRD) of Deli Serdang Regency, it can be concluded that internal communication within the DPRD employs two main language varieties: formal and non-formal. The formal variety is used in official situations and institutional activities, while the non-formal variety is used in everyday operational workplace communication.





The use of these two language varieties indicates an adjustment of language to the context and communication situation. This demonstrates that internal communication within the DPRD of Deli Serdang Regency is dynamic and adaptive in supporting the smooth implementation of institutional duties and functions.

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