



Register of Firefighters Communication as a Reflection of Organizational Culture and Professional Identity in the City of Banjarmasin

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Abstract. This study aims to describe the form, function, and social meaning of firefighter communication registers and explain how these registers represent the organizational culture and professional identity of members of the Banjarmasin City Emergency Communication Organization. The research method used is qualitative with a descriptive approach. Data were obtained through observation, interviews, recording, and documentation of firefighters' speech. Data analysis was carried out through the stages of classification, analysis, and drawing conclusions. The results show that the registers used consist of three categories, namely based on meaning, linguistic form, and language function. Registers based on meaning include closed and open environmental registers. Registers based on linguistic form include creation, acronyms, and abbreviations. Meanwhile, registers based on language function include instrumental, informative, and conative functions. These findings contribute to the study of language variation in the firefighting environment and can be a reference for linguistic research in the field of emergency communication.

Keywords: register; communication; culture; organization



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1. Introduction

Language plays an essential role as a means of communication and interaction between humans. In the context of sociolinguistics, language is not only seen as an individual phenomenon, but also a social phenomenon closely related to linguistic and non-linguistic factors. One form of language variation that is interesting to study is register, namely the variety of language used in certain fields or activities, such as education, military, health, and firefighting. In firefighting organizations, the use of register is not only seen in the naming of tools, but also in the communication code system used between members when on duty in the field. Banjarmasin is known as the "City of a Thousand Rivers" and the "City of a Thousand Firefighters" due to its high number of independent firefighting units. MURI data indicates that in 2015 there were more than 500 private firefighting units active in Banjarmasin.

This situation demonstrates the massive involvement of the community in firefighting services and emphasizes the importance of an effective communication system between them. This phenomenon is interesting to examine from a linguistic perspective, particularly regarding the use of registers in emergency communications. Geographical conditions and the dominance of wooden houses create a high potential for fires, giving rise to a firefighting community that has its own unique terms for equipment and communication codes. The language used not only serves as a means of conveying information but also as a work safety strategy. These terms,

which are largely unknown to the general public, serve to speed up coordination in the field and maintain operational effectiveness.

The phenomenon of register use in fire department communications in Banjarmasin demonstrates layers of meaning that are interesting to study, both in terms of lexical meaning, linguistic form, and language function. Terms such as "dragon hose," "komper," or "starfruit helmet" represent a creative naming process that refers to a particular form, function, or cultural background. Meanwhile, numeric codes such as 10-1 (immediately departing) or 13-1-1 (fire) reflect a communication system that has passed the standard stage within the organization. The language used is exclusive and not generally understood by the general public, thus creating a boundary of meaning that can only be understood by certain communities.

Studies on registers have been conducted in various professional fields examined registers in the blacksmith community and found open and closed registers, as well as instrumental and informative functions, identified two types of registers in buying and selling interactions, while described registers in the health sector in the Covid-19 era which included linguistic forms, meanings, and language functions. On the other hand, examined the variety of register language with findings of linguistic forms in the form of abbreviations, abbreviations, and registers. Research identified registers in online transportation applications with a variety of linguistic forms such as borrowings, mergers, and acronyms. However, no research has been found that specifically examines the form and function of registers in the emergency communication organization of firefighters in the Banjarmasin area.

Therefore, this research has a high urgency to be carried out as an effort to preserve and reveal the linguistic aspects of local professional languages. Although various previous studies have examined registers in various professional communities, most of the research still focuses on identifying linguistic forms, meanings, and language functions. Studies that connect registers with organizational culture and the professional identity of language users are still relatively limited, especially in the emergency communication community of firefighters. In fact, registers serve not only as a means of technical communication but also as a symbol of membership, group solidarity, and a representation of the values that develop within an organization.

Therefore, this study seeks to fill this gap by examining fire department communication registers as a representation of organizational culture and professional identity in Banjarmasin City. This research is important because the existence of registers in the Banjarmasin firefighter community not only serves as an internal communication tool but also as part of the local cultural identity that needs to be documented. Furthermore, understanding the form and function of these registers can provide practical benefits in training new members, strengthening cross-unit coordination, and developing a more effective emergency communication system. Theoretically, this research contributes to the enrichment of sociolinguistic studies, particularly in understanding the variation of professional language in the realm of emergency communication.

Thus, this study aims to describe the form, meaning, and function of communication registers used in the Banjarmasin City Emergency Communication Organization and explain how these registers represent the organizational culture and professional identity of firefighter members. This research is expected to contribute to the development of sociolinguistic studies, particularly regarding the relationship between professional language, organizational culture, and social identity in the context of emergency communication.

2. Methodology

This study uses a qualitative approach with a descriptive method to examine linguistic phenomena in the form of tool registers and communication codes used in the Banjarmasin City Emergency Communications Organization. The qualitative approach was chosen because it allows researchers to gain a deep understanding of the form, meaning, and function of registers used by firefighters in emergency communication activities. The descriptive method is used to systematically describe linguistic facts found in the field based on data obtained from

informants' speech and various supporting documents. The research was conducted at several locations that are the centers of activity of the Banjarmasin City Emergency Communication Organization, namely the Indigenous Private Fire Department Post 05, the Indigenous Private Fire Department Post 06, the BPK Pasar Lama Post, and the Main Post of the Emergency Communication Organization.

The selection of these locations was based on the intensity of the use of registers and communication codes in routine firefighting operational activities with the research subjects being active members of the fire department who are members of the Banjarmasin City Emergency Communication Organization. Informants were selected using a purposive sampling technique by considering their direct involvement in the use of tool registers and communication codes while carrying out their duties. This technique allows researchers to obtain data that is relevant and in accordance with the research objectives. Data collection was conducted through observation, interviews, and documentation.

Observations were used to observe the use of registers and communication codes in actual work situations. Structured interviews were conducted to obtain information regarding the meaning, function, and context of the use of terms and codes used by firefighters. Meanwhile, documentation was conducted through data recording, voice recording, and photographing related to the use of registers and communication codes. The research instruments included interview guidelines, observation sheets, a voice recorder, and a camera. Data analysis was conducted in stages and systematically. The collected data were first classified based on register categories according to meaning, namely open and closed registers; based on linguistic forms, namely word creation, acronyms, and abbreviations; and based on language functions, namely instrumental, informative, and conative functions.

Next, the data were analyzed descriptively by outlining the lexical and contextual meanings, characteristics of linguistic forms, and the functions of register use in operational fire department communications. To ensure the validity of the data, a member checking technique was used with informants to ensure the correspondence between the researcher's interpretation and the intended meaning by the language users. The final stage of analysis was drawing conclusions based on the results of data verification to obtain a comprehensive picture of the register of communication tools and codes in fire department organizations and their contribution to sociolinguistic studies, particularly in the context of emergency communications.

3. Results and Discussions

This study discusses the variations in the register language of fire extinguisher tools and codes in the Emergency Communications organization of Banjarmasin city. Register is a variety of language according to its form of use and is determined by what is being done when communicating and the nature of the activity using language and reflects a social process which is a concept in social activities within the activity. Communication within a fire extinguisher organization in Banjarmasin city, especially in the Emergency Communications organization, has characteristics with the language or code used when carrying out tasks or communicating in carrying out something within the scope of the organization. The variations in register language in this study will focus on the form of register based on meaning and based on the function of language.

3.1 Register Based on Meaning

Based on the research results, the registers based on the meaning used by the Banjarmasin City Emergency Communications organization can be grouped into closed and open registers. Closed register is a term known only within the Banjarmasin firefighting community, thus having an exclusive nature and functioning as a marker of group identity. In contrast, open register is a term widely known outside the community and used in various general contexts.

3.1.1 Closed Environment Register

This register is exclusive and has meanings understood only by members of the internal community. The terms are born from the adaptation of foreign languages, local cultural influences, or visual metaphors that reflect group identity.

Table 1. Closed Surrounding Register

No.	Term	Meaning/Description	Origin of the name
1.	Compressor	A tool at the end of a water supply hose to direct and adjust the spray pattern.	Adaptation of comp fire (English), simplified pronunciation by the Banjar people.
2.	Dragon Hose	The water suction hose from the source is connected to the pump machine.	The elongated shape resembles dragon skin, influenced by Confucian Chinese culture in Banjarmasin.
3.	Wife's head hose	Hose head at the rear end to lock the hose connector.	The analogy of a couple (male head-female head), known in English as mochino hose .
4.	Male head hose	The hose head at the front end connects to the stove and other hoses.	Couple analogy; can only be connected to the chanter head hose .
5.	Starfruit helmet	A helmet shaped like a star fruit.	Named after its distinctive physical form.

The research results show that the closed environmental register within the Banjarmasin City Emergency Communications organization is exclusive and serves as an internal identity marker. The existence of these terms reflects the community's linguistic creativity in creating effective, memorable, and culturally relevant vocabulary. The term "komper," for example, is a phonological adaptation of the English term "comp fire," meaning a fire extinguisher component. The pronunciation adjustment to "komper" indicates a strategy of shortening and simplifying the sound to make it easier for local speakers to pronounce. This phenomenon supports Halliday's (9) view that registers are formed according to internal communication needs, which consider efficiency and speed of message delivery. Meanwhile, the dragon hose represents the cultural influence in the formation of technical terms.

Its name is inspired by the hose's elongated shape and pattern, resembling a dragon's skin, a symbol of strength in Chinese culture. The connection between the tool's shape and this local cultural symbol demonstrates that technical vocabulary is not only functional but also possesses socio-cultural value that strengthens community identity. The "hose kepala bini" (male head hose) is an example of a social metaphor in term formation. Its name refers to the concept of a pair (male head and female head), which contextually illustrates the functional relationship between the two types of hose heads, ensuring their proper connection. In English, this tool is known as a mochino hose, but the use of a term based on local metaphor makes it easier for community members to understand and remember.

Overall, the closed-loop registers found show that the professional language within the Banjarmasin firefighting community is shaped by three main factors: foreign language adaptation, local cultural influences, and metaphorical creativity. These factors not only support the effectiveness of internal communication but also strengthen the community's social cohesion and collective identity.

3.1.2 Open Environmental Register

This register is general and widely used outside the firefighting community. Its terminology not only facilitates internal coordination but also facilitates communication with external parties such as the public and other agencies.

Table 2. Open Environment Register

No	Term	Meaning/Description	Origin of the name
1.	Ladder	A tool for reaching high locations during a power outage.	A general term used in various fields.
2.	Siren	A sound-making device as an emergency warning signal.	The elongated shape resembles dragon skin, influenced by Confucian Chinese culture in Banjarmasin.
3.	Fire Extinguisher	Light Fire Extinguisher.	Common acronyms used in various agencies.
4.	Hose	Flexible pipe for conveying water.	A general term that is widely used.
5.	Stretcher	Tools for carrying victims.	General terms in the field of first aid.

The open environmental register of the Banjarmasin City Emergency Communications organization consists of terms widely recognized outside the firefighting community, allowing them to be used in a variety of general contexts. Unlike the exclusive nature of the closed environmental register, terms in this category have a high level of accessibility to the general public and external parties. This characteristic facilitates cross-agency coordination and communication with the public, especially during emergencies involving multiple parties. The term "ladder" is used to describe a tool that helps reach high locations during firefighting. This term is generic and has been universally used across various occupations.

This indicates that some components of firefighting equipment do not require special linguistic adaptations because their meaning and function are widely understood. A siren is a sound-producing device that serves as an emergency warning signal. The term is also used in various other contexts, such as ambulances and police patrol vehicles. The use of a uniform terminology across various fields allows for a common understanding of the auditory symbol, increasing the effectiveness of conveying danger messages. APAR, or Light Fire Extinguisher, is an acronym that has become the official term in Indonesian fire safety regulations. This acronym not only simplifies pronunciation but also demonstrates the influence of national standards on the language register within the firefighting community.

This finding aligns with Halliday's view that language variation can be open to facilitate communication between different social groups. In this case, the use of an open register acts as a communication bridge between the firefighting community and the general public and other agencies. The existence of this terminology is also an important strategy to ensure that messages are understood quickly and accurately by all parties involved in firefighting.

3.2 Register Based on Language Function

The registers based on the language functions used by the Banjarmasin City Emergency Communications Organization are divided into three main categories: instrumental, informative, and conative. Each function is expressed in the form of a standardized numeric code, ensuring a uniform understanding by all community members. These codes are designed to ensure concise, clear, and accurate communication, minimizing the risk of misunderstanding during an emergency.

The code system used is conventional and understandable only to members of the organization. Therefore, in addition to functioning as a means of communication, this code also serves as a closed register within the context of language functions. The choice of numeric forms demonstrates the principle of economy of language, which is the use of the shortest possible language form to convey the most complete meaning.

Table 3. Registers Based on Language Function

Language Functions	Code	Meaning
Instrumental	10-1	launching soon
	10-4	call now
	10-6	immediately on duty/on standby
	10-7	come soon
	81-3	need improvement
	89	please repeat
	10-3	busy/on duty
	10-5	taking a break
Informative	10-5-1	eating
	12-1-4	not connected
	13-1-1	there was a fire
	13-1-2	there was a theft
	13-1-3	a traffic accident occurred
	13-1-4	a fight broke out
	13-1-5	an air accident occurred
	13-1-6	a water accident occurred
	13-1-7	natural disasters occur
	13-1-8	there was a demonstration
	15-1-1	at workplace
	15-1-2	At home
	15-1-3	at the scene of the crime
	15-1-4	at the post
	15-1-5	on the road
	15-1-6	in the workshop
	81-1	radio is having interference
	84-1	the situation is safe
	84-2	the situation is critical
	84-3	the fire situation is getting worse
	84-4	the fire situation has been extinguished
	85	information
	87	the message has been delivered
	88	message received
Conative	12-1-1	standby
	12-1-2	monitor
	12-1-3	change channel

The use of numeric codes in the Banjarmasin firefighting community not only aims to convey information but also to establish efficient, safe, and reliable communication patterns under time pressure. Language in professional communities serves not only as a communication tool but also as a semiotic system that shapes mindsets, work structures, and collective identity. In the Banjarmasin City firefighting community, the function of language is realized through a modified register system in numeric form to speed up, simplify, and streamline communication in emergency situations. The instrumental function is used to provide direct commands or instructions that are intended to motivate action. For example, the codes 10-1 (move immediately) and 10-7 (move immediately) are commands that demand a quick response without requiring additional explanation.

This function is very vital in firefighting operations because every second of delay can have a significant impact on the success of the rescue mission. In pragmatic studies, these forms of communication are considered low-context directives, namely messages that can be

immediately understood and responded to without requiring additional explanation. (10) states that this type of register functions to form enregisterment—a process in which linguistic forms are socially associated with a particular communication style, in this case the “authoritative and responsive” style. In other words, this instrumental function not only conveys the content of the message, but also regulates power relations and authority structures within the firefighting community. The informative function indicates that language serves to convey conditions or field reports factually and concisely.

This register is crucial in ensuring that important information can be disseminated quickly and without ambiguity. The informative function is responsible for conveying a specific situation, event, or location concisely yet completely. For example, 13-1-1 informs of a fire, 84-2 indicates an emergency, and 15-1-3 indicates the location at the scene of a crime. This code serves to replace lengthy explanations that take time, thus minimizing the potential for misunderstanding. In the context of Halliday's functional theory, this function represents the ideational metafunction that expresses factual information directly. The conative function focuses on controlling the actions of the other party, for example, using 12-1-3 (changing channels) to direct changes in communication frequency. This not only avoids technical disruptions but also maintains the confidentiality of operational strategies.

This conative function positions the influence function as one of the pillars of effective communication. Within this framework, this conative function is part of the coordinated management of meaning, where language is used to ensure that all members understand and act within the same framework of meaning. Here, “changing channels” is not simply a technical instruction, but rather a reorganization of communication space to maintain information effectiveness in emergency situations. From a sociolinguistic perspective, these three language functions demonstrate that the professional register within the Banjarmasin fire department is the result of adapting practical needs in the field to a structured linguistic system.

The numeric codes used symbolize togetherness, discipline, and professionalism, while simultaneously limiting access to understanding within the community. Thus, the language function within this register is not simply a means of exchanging messages, but also part of an emergency communication strategy that contributes to the success of rescue operations.

3.3 Register as a Representation of Professional Identity

The results of the study indicate that the register used in the Banjarmasin City Emergency Communication Organization not only functions as a means of operational communication, but also as a marker of the professional identity of its members. Mastery of special terms and communication codes is one of the competency indicators that distinguishes firefighters from the general public. The ability to understand and use the register appropriately reflects a person's experience, involvement, and closeness to the organization's work culture.

The use of closed environmental registers such as *komper*, *selang naga*, *selang kepala laki*, and *selang kepala bini* indicates the existence of symbolic boundaries between community members and outsiders. These registers build a sense of solidarity, togetherness, and collective identity that strengthens relationships between members of the organization. In addition, the use of uniform numeric codes in emergency communications demonstrates a high level of professionalism and discipline in carrying out tasks (17)(18)(19). Thus, communication registers in the firefighting community not only function as a means of exchanging information, but also as a symbol of professional identity that strengthens the community's presence and existence in society.

Discussions

Research findings indicate that the communication register used by the firefighting community in Banjarmasin City represents a form of language variation that develops according to communication needs in emergency situations. In accordance with Halliday's register theory, language use is influenced by the social context and the activities carried out by the speaker. In the firefighting environment, registers serve to increase communication effectiveness through

the use of terms and codes that are concise, clear, and easily understood by community members. Therefore, registers are not only a means of conveying information, but also part of a work system that supports the success of firefighting operations. The results of the study indicate that closed registers dominate the organization's internal communication.

The existence of terms such as komper, naga hose, male head hose, and bini head hose demonstrates linguistic creativity born from the collective experiences of the community. This finding aligns with Asif Agha's concept of enregisterment, the process by which certain linguistic forms acquire social meaning and become the hallmark of a group. In this context, registers serve as symbols of membership while strengthening social solidarity among firefighters. Besides demonstrating group identity, several registers also represent the organizational culture that has developed within the Banjarmasin firefighting community. The term " dragon hose " demonstrates the influence of cultural symbols adapted into the equipment naming system. Meanwhile, the terms " male head " and " female head " demonstrate the use of social metaphors rooted in the cultural experiences of the local community.

This phenomenon indicates that register formation is not solely based on technical functions but is also influenced by the values, symbols, and cultural experiences that exist within the language-using community. Research findings also show that the numeric code system used by firefighters reflects an organizational culture that emphasizes efficiency, discipline, and speed of response. The use of codes such as 10-1 , 13-1-1 , and 84-4 allows for concise communication without compromising clarity. This communication system demonstrates a collective agreement built through the organization's experience in dealing with various emergency situations. Thus, the register serves as a mechanism that helps maintain effective communication while maintaining the organization's work culture.

From a professional identity perspective, the register serves as a marker of competence and membership within the firefighting community. Mastery of specific terms and codes indicates that an individual is part of the organization and understands applicable operational procedures. In this regard, the register serves not only as a communication tool but also as a symbol of professionalism that distinguishes firefighters from other social groups. This professional identity is constructed through consistent language use, repeated communication practices, and shared experiences in carrying out humanitarian duties. Theoretically, this research extends sociolinguistic studies on the relationship between register, organizational culture, and professional identity in the context of emergency communication.

Practically, the research results can be used as documentation of the language of the firefighting community and as a reference in developing effective communication systems for disaster management organizations and other emergency services.

4. Conclusions

This study shows that the communication registers used in the Banjarmasin City Emergency Communication Organization have diverse forms, both based on meaning and language function. The registers found consist of open and closed environmental registers, as well as instrumental, informative, and conative functions manifested in the form of special terms and numerical codes. The research findings show that the registers not only function as a means of operational communication, but also represent the organizational culture and professional identity of firefighters.

The use of special terms and certain code systems reflects the values of togetherness, discipline, solidarity, and professionalism that develop within the community. Thus, the firefighter communication register can be understood as part of a social system that plays a role in building communication effectiveness while strengthening the collective identity of the organization. This study contributes to the development of sociolinguistic studies, particularly regarding the relationship between professional language, organizational culture, and professional identity in the context of emergency communication..

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