People need to communicate with their society. Because of that, they create language variety as
the identity of their community. One of the language variety is register, which depends on the
function used by the profession groups. This research focused only on the kind of English
registers used at the International Transaction Unit of BNI’46 Surabaya, the meaning of the
registers and the reasons of the employee used the registers on the transaction documents form.
This study used descriptive qualitative research design, which described the phenomena of the
English registers. The subject and object of study were the employee at the International
Transaction Unit of BNI’46 Surabaya and the transaction documents. Three instruments used to
collect the data were observation, interview and documentation. By applying snowball technique,
the data were compiled by three employees. The data were analyzed by identifying the kind of
registers based on the transaction documents. Then, the meaning of the registers and the reasons
of using the registers were taken from the informant.
The findings show that there were 96 English registers, which consisted of 92 formal registers
and 4 informal registers. The meanings of the English registers were obtained from the
informant’s explanation. There were three main reasons of using English registers. First, the
employee used the English registers because of the office regulation. Second, they used the
registers to shorten their interlocution, and to make their discourse understandable by the person
whom they are talking to and to enable them to give information more easily. Last, the employee
used the English registers as the secret language and identity among their community.