The Analysis of Code Mixing Used By The Employees of the Shacks Hotel at Sandy Bay Area

Ni Luh Taman Sanji Giana Wati[1], Ni Nyoman Ayu Tri Hidayanti[2], I Made Juliarta[3]

English Department Faculty of Humanities and Social Sciences Bali Dwipa University

Email: Tamansanjigw7@gmail.com

Abstract

The abstract of the article should be well-written and include at least the following five essential things to enable the reader to grasp what the study is about: The hotel employeees' conversations were used in the research. Within those conversations, there were several of Code Mixing types applied. They were also applied in the daily working conversations at The Shacks Hotel. The Code Mixing types were analyzed to find out their types and functions. The research method applied in the research was qualitative method. The data were analyzed based on the Code Mixing theory proposed by Jendra (Khusaini, 2019: 120) stated that code mixing is divided into three types, namely word-form code mixing, phrase-form code mixing and clause-form code mixing. The analysis was grounded in Jendra's (Khusaini, 2019: 120) code-mixing theory, which categorizes code-mixing into three types: word-form, phrase-form, and clause-form. This research aims to understand the prevalence and purpose of these different code-mixing forms within the specific context of hotel employee interactions.

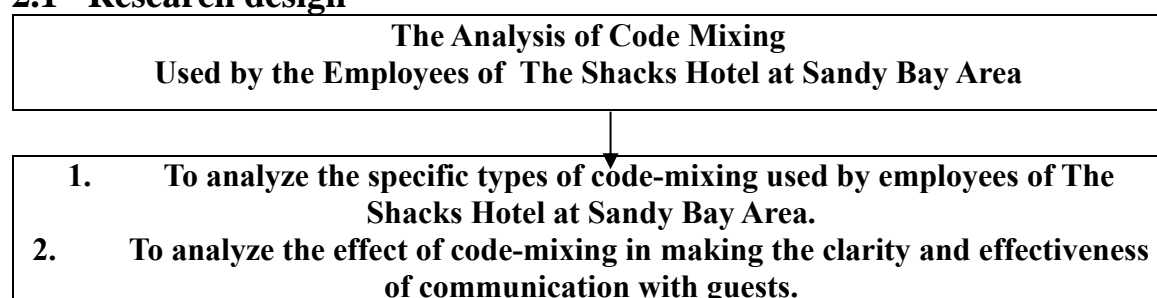**Keywords**: code mixing, conversation, qualitative, types

I.   Introduction

Language development in communication use is very important, especially when talking to guests, especially staff at the shacks. Sometimes language mixing often occurs when hotel staff find it difficult to express a situation where they want to express something in English but instead it is spoken in Indonesian and vice versa. That's why mixed language sometimes occurs in a conversation. What often happens is that when staff talk to other staff, they often mix languages because it is considered easier to communicate. Basically, code-mixing is a linguistic event that occurs because speakers in a society are bilingual or multilingual. Code-mixing is common in a variety of social settings, such as offices where staff members engage with a broad clientele. One such setting is the hospitality sector, where staff members frequently interact with foreign visitors, leading to a natural tendency to use code-mixing to guarantee clear communication and to express specific social or cultural quirks. According to (Munandar, 2018, p. 2) code mixing is a common occurrence in places where routines bring together people from different regions and languages.

II.   Method

The research used qualitative method. According to Sugiyono (2014:1) qualitative research method is a research method used to research natural object conditions, where the researcher is the key instrument, data collection techniques are carried out through triangulation (combination), data analysis is inductive, and qualitative research results emphasize meaning rather than generalization. A research strategy for examining and comprehending intricate social, cultural, or human experiences is the qualitative method. Deeper understanding of people's behaviors, attitudes, perceptions, and social interactions is the goal of qualitative research as opposed to quantitative research, which is more concerned with statistics and data. The research used participant observation in qualitative method. Participant observation is a qualitative data collection method where the researcher observes and occasionally engages in the everyday activities of the subjects under study by immersing themselves in a particular milieu or social situation. This method aims to collect in-depth, first-hand data regarding a group's interactions, habits, and cultural customs in their natural environment.

2.1   Research design

The Analysis of Code Mixing Used by the Employees of The Shacks Hotel at Sandy Bay Area
1.   To analyze the specific types of code-mixing used by employees of The Shacks Hotel at Sandy Bay Area. 2.   To analyze the effect of code-mixing in making the clarity and effectiveness of communication with guests.

Theoretical Framework
1.   The Definition of Code Mixing from Jendra (Khusaini, 2019: 120)
1.1   Words
1.2   Phrases
1.3   Clauses

Data Collection Methods
1. Participant Observation
2. Documentation

Data Analysis
1. Qualitative Analysis
2. Categorize Code Mixing types

Outcomes
1. The specific types of Code Mixing used by the employee at The Shacks by Sandy Bay Hotel.
2. The effect of Code Mixing in making the clarity and effectiveness of communication with guests.

2.2 Participants

This study interviewed 9 participants, consisting of 4 guests and 5 employees, with an age range of 25 to 45 years. Participants were recruited through purposive sampling to be analyzed using Jendra's code-mixing theory (Khusaini, 2019: 120) This method aims to collect in-depth, first-hand data regarding a group's interactions, habits, and cultural customs in their natural environment. to determine certain types of code-mixing, such as words, phrases, and clauses. The interviews were semi-structured and lasted about 15 minutes each.

2.3 Documentations

2.4 Data Collection

According to (Sugiyono, 2019:455) Data collection techniques are the most important step in research, because the main purpose of research is to obtain data.
There are a number of technique and method of collecting data used in the research as follows:

First, using participant observation. In order to identify instances of code mixing in the workplace, the research use firsthand observation. This might entail observing staff members in action and listening to talks in the restaurant, reception, and guest services departments, among other hotel locations.

Second, using audio recording. Recording employee talks in situations when code mixing may naturally occur with their cooperation. This will assist in capturing real-world language usage without requiring instant notation.

Third, using transcription. Analyzing recorded talks, paying particular attention to any instances of Code Mixing. Pay attention to the language pairings that are being used (for example, English and the local tongue), observing the switch points and the different kinds of code mixing.

Fourth, Using categorization. Sorting the data according to the kinds of Code Mixing that were seen, such as when terms were borrowed, sentences were switched across languages, or clauses were mixed.

Fifth, Using contextual analysis. It was used to provide information on situational elements, such as staff responsibilities, the conversation's goal, and the demographics of the visitors, to comprehend the use of code mixing.

2.5   Data Analysis

Data analysis according to Sugiyono (2018:482) is the process of searching and compiling data obtained from interviews, field notes and documentation systematically, by organizing data into categories, breaking it down into units, synthesizing it, arranging it into patterns, choosing what is important and what will be researched, and making conclusions so that it is easy for yourself and others to understand.

The method and technique of analyzing data in the research was qualitative method. The steps of analyzing the data, as follows:

First, the data of dialogues were classified based on code-mixing.

Second, the classified data were analyzed by using the theory of code-mixing from Jendra (Khusaini, 2019: 120)   to find out the specific types of code mixing, for instance words, phrases, and clauses.

Third, those types were analyzed to find out the effect of code-mixing in making the clarity and effectiveness of communication with guests.

III. Findings

The research yielded findings across different linguistic units such as words, phrases, and clauses as follows:

1. Words code mixing. It is common for employees to speak in one language while using single words from another. This frequently happens with nouns or technical phrases that don't have a direct translation in the language of origin. For example, using *"reservation," "check-in,"* or *"guest"* in an otherwise non-English sentence.

2. Phrases code mixing. When the target language offers a succinct or culturally significant expression that is difficult to translate, phrases are frequently borrowed. For example, using *"Thank you for your patience"* inserted into a conversation in another language.

3. Clauses code mixing. Employees who jump between languages for emphasis, explanation, or courtesy may be engaging in code mixing at the clause level. For example, an employee might say, *"Saya akan buat booking nanti. Can I confirm the time first?"* (Translation: "I'll make the booking later. Can I confirm the time first?").

IV. Discussion

The following are forms of code mixing in discussions used by employees of the shacks hotel at sandy bay area.

a. Word form code mixing

Inserting other language elements into speech, but the other language elements inserted are only in the form of words.

A word is the smallest language element that stands alone, consisting of morpheme units or a combination of morphemes, and the role of words in grammar is very important.

The conversation :

Employee 1 (E1):
"*Sudah kamu cek tamu yang akan* <u>check-in</u> *hari ini?"*
Employee 2 (E2):
"*Sudah, tadi aku cek di sistem* <u>reservation</u>. *Ada beberapa tamu yang pesan* <u>deluxe room.</u>
E1:
"*Oh iya, aku juga lihat tadi. Jangan lupa kasih tahu ke* <u>housekeeping</u> *untuk menyiapkan* ekstra <u>bed</u> *kalau dibutuhkan*."
E2:
"*Iya, aku tadi sudah koordinasi. Mereka juga sudah ganti semua linen di Batu Sepatu* <u>room."</u>
E1:
"*Bagus. Oh, ada* <u>update</u> *soal* acara *malam ini? Katanya tamu Batu Sepatu* mau *pakai* <u>banquet hall."</u>
E2:
"*Iya, benar. Aku sudah* <u>confirm.</u>

The Analysis of Conversation of Word Code Mixing (Single Words):
1. check in, reservation, deluxe room, housekeeping, room, update, banquet hall, chef, confirm.

2. The precise meaning and professional usage of these English phrases are reflected in their unaltered usage in Indonesian language.

3. Industry-Specific Terms: It is challenging to substitute equivalent Indonesian words for the majority of the English words used in the sentences because they are unique to the hotel sector.

4. Single Word Insertions: To promote speed and clarity, staff members add a single English word to phrases that would otherwise be in Indonesian.

b. code mixing in phrase form

Elements in phrase form that are inserted into a code-mixed utterance. When compared to code mixing in clause form, code mixing in phrase form is a level that is one level lower than it. A phrase is a syntax consisting of two or more words and only provides one syntactic function in a sentence (Ramlan in Dermawansyah, 2022: 1258).

Employee 1 (E1):
"Selamat pagi, kamu sudah double-check *mengenai* **check-in process** *untuk tamu grup dari Surabaya hari ini?"*
Employee 2 (E2):
"Selamat pagi! Sudah kok. Tadi aku juga briefing *tim* front desk staff *supaya mereka tahu kalau tamu ini* request early check-in."
E1:
"Bagus. Jangan lupa kasih tahu mereka soal welcome drinks *yang kita sediakan di* lobby lounge, *ya."*
E2:
"Sudah aku koordinasikan. Bahkan aku sudah tambahkan info itu di guest itinerary *mereka. Tadi aku juga* confirm *soal* room preferences *tamu."*
E1:
*"*Nice! *Kalau ada* update *tentang tamu* VIP *yang datang malam ini, langsung kasih tahu aku. Mereka minta* private dining service, kan?"
E2:
"Iya, aku tadi sudah koordinasi sama tim food and beverage team, *dan mereka siapin* menu *khusus untuk* fine dining experience."
E1:
"Great. *Nah, dekorasi di* banquet hall *untuk acara malam ini gimana? Aku dengar temanya* romantic dinner party."
E2:
"Tim event planning team *tadi bilang semua sudah selesai. Mereka tambahkan* lighting *di* area photo booth *untuk tamu."*
E1:
"Good job. *Jangan lupa juga* remind kitchen staff *soal perubahan di* menu options *tamu* vegetarian."
E2:
"Sudah aku follow up*. Mereka bahkan sudah* confirm *semua* item *untuk* main course dan dessert selection."
The Analysis of Conversation of Phrase Code Mixing in the Conversation;
1. check-in process, front desk staff, early check-in, welcome drinks, lobby lounge, guest itinerary, room preferences, private dining service, food.
2. English Phrases: Rather than using single words, longer phrases like "check-in process" and "guest satisfaction rate" are employed.
3. Easy Integration: Without changing the grammatical structure, the English phrases flow naturally into Indonesian sentences.

c. Code-mixing clause form

Mixing clause elements into code-mixed speech, namely
speech that combines two or more languages in one speech,
but only in the form of clauses. A clause is a structure that includes many words with predicative parts (Keraf in Contessa et a., 2020:37).

The conversation :

Employee 1 (E1):
"*Kamu sudah cek kamar di lantai tiga?* <u>I think the housekeeping team needs to replace the linens in Room Crystal Bay.</u>"

Employee 2 (E2):
"*Sudah, tadi aku koordinasi sama tim. Tapi aku bilang ke mereka*, <u>'Make sure all the linens are fresh and properly folded.'</u> *Mereka langsung kerja.*"

E1:
"Good. *Kalau untuk tamu* VIP *yang datang malam ini, apa kamu sudah siapkan paket sambutan?* <u>You know, they requested a special fruit basket</u>."

E2:
"*Iya, aku bilang ke tim* pantry<u>, 'Prepare a premium fruit basket with mangoes, kiwis, and strawberries.'</u> *Mereka juga tambahkan* wine."

E1:
"Perfect. *Ngomong-ngomong, acara di* banquet *malam ini temanya apa?*"

E2:
"*Temanya* <u>'Elegant Dinner Under the Stars,'</u> *jadi dekorasinya banyak lampu gantung dan bunga-bunga putih.*"

E1:
"*Bagus. Tapi aku baru saja dapat laporan, tamu dari kamar Batu Abah komplain soal makanan.* They said, <u>'The pasta was too salty, and the steak was overcooked</u>.'"

E2:
"*Serius? Aku sudah* follow up *ke dapur dan bilang*, <u>'Make sure the meals are cooked according to the guest's preference.'</u> *Mereka janji lebih hati-hati.*"

E1:
"*Bagus kalau begitu. Jangan lupa juga cek* airport shuttle *untuk tamu yang* check-out *besok pagi.*

The Analysis of Conversation
Examples of Clause Code Mixing in the Conversation:
- **English Clauses Embedded in Indonesian Sentences:**
a.   *"I think the housekeeping team needs to replace the linens in Room Crystal Bay."*
b.   *"Make sure all the linens are fresh and properly folded."*
c.   *"Prepare a premium fruit basket with mangoes, kiwis, and strawberries."*
d.   *"The pasta was too salty, and the steak was overcooked."*
- **Indonesian Clauses Embedded in English Sentences:**
e.   "*Serius? Aku sudah* follow up *ke dapur dan bilang*, <u>'Make sure the meals are cooked according to the guest's preference.'</u> *Mereka janji lebih hati-hati.*"
- Smooth Transitions: The discussion switches from Indonesian and English with ease, maintaining coherence and comprehension.

- Complete Clauses: English clauses are frequently added to Indonesian speech as directives or in response to work-related concerns.

V. Conclusion

It could be concluded that code mixing is a practical and flexible language approach used by The Shacks Hotel staff. The nature of the hospitality sector, the language and cultural diversity of the workforce, and the requirement for effective communication in a multilingual workplace are some of the elements that affect it. Words, phrases, clauses, are all examples of code mixing, and each one has a distinct function in facilitating professional communication. The ability of the staff to effectively and creatively negotiate intricate social and professional language requirements is reflected in this Linguistics phenomena. Code mixing Used by The staff members at The Shacks Hotel is a logical and calculated response to the multilingual and multicultural setting of the hospitality sector, according to the study's findings. Whether code mixing occurs at the level of words, phrases, or clauses. each type contributes differently to building cultural inclusion, improving communication, and upholding professionalism. In order to provide seamless interactions with coworkers and visitors, the phenomena demonstrates the employees' linguistic ingenuity and their capacity to successfully negotiate complicated communicative demands.

References

Contessa, V., et al. (2020). Introduction to General Linguistics. Jakarta: Kencana.
Dermawansyah, M. (2022). ISSN 2798-3641 (Online). 1(10).
        https://doi.org/https://bajangjournal.com/index.php/JIRK/article/view/1733/1 199
Juliarta, I. M. (2020). THE MAPPING OF MOVEMENT VERBS FOUND IN THE GOOD EARTH. *LET: Linguistics, Literature and English Teaching Journal*, *10*(2), 116-136.
Juliarta, I. M. (2021). The noun phrase and its translation in the novel "Budha, a story of enlightenment". *Journal of Applied Studies in Language*, *5*(1), 10-22.
Juliarta, I. M. (2022). Noun Phrase and its Translation Found in the Novel "The Wonderful Wizard of Oz". *International Journal of Linguistics and Discourse Analytics*, *3*(2), 73-85.
Khusaini, M. (2019). Mix Net Citizens' Writing Code on Jember Citizens Info Facebook Group (IWJ) Universitas Muhammadiyah Jember.
Munandar, A. (2018). Code Switching and Code Mixing in Community Interaction at Mallengkeri Terminal, Makassar City. Doctoral Dissertation, MAKASSAR STATE UNIVERSITY.
Suardana, Ketut. (2021). Social semiotics of Měn Brayut text: systemic functional linguistics perspective. *Journal of Applied Studies in Language*, [S.l.], v. 5, n. 1, p. 108-116, June 2021. ISSN 2615-4706. Available at:
        <https://ojs.pnb.ac.id/index.php/JASL/article/view/2393>. Date accessed: 08 mar.

2025. doi: http://dx.doi.org/10.31940/jasl.v5i1.2393.

Suardana, I Ketut. (2022). *Klausa Sudut Pandang Systemic Functional Linguistic Edisi Ke-2*. Denpasar: Swasta Nulus.

Semadi, Yoga Putra. & I Ketut Suardana. (2024). The Ideology Of Text "I Pucung": Sytemic Functional Linguistics Perspective. *IJOLIDA International Journal of Linguistics and Discourse Analytics*. Vol 6 No 1 (2024): IJOLIDA Vol. 6 No. 1, September 2024. DOI: https://doi.org/10.52232/ijolida.v6i1.129. https://www.ijolida.denpasarinstitute.com/index.php/ijolida/article/view/129.

Sugiyono. (2016). *Research Methods Quantitatif, Qualitatif, dan R&D*. Bandung: Alfabeta.

Sugiyono. (2014). Educational Research Methods Quantitative, Qualitative, and R&D Approaches. Bandung: Alfabeta.

Sugiyono, 2018. *Research Methods Quantitatif, Qualitatif, dan R&D*. Bandung: Alfabeta.