

ABSTRACT

Yunita, Tjatrien. *Language Choice in Oral Communication in Multinational Company in Surabaya. Case Study: PT.Tinindo Indonesia.* A thesis submitted as partial fulfillment of the requirements for the Sarjana degree of English Department Faculty of Humanities Airlangga University Surabaya 2011.

This study examines the role of English compare to Indonesian in spoken communication in multinational companies in Surabaya. This paper will show language choice of the professionals in professional work place. The significance of this study is to determine how far English has been used in the company and when the professionals usually used spoken English instead of Indonesian. This study presents findings of the most recent investigation, which involved questionnaire survey to about 15 professionals and an observation paradox to the professionals working at different job and levels in a multinational company in Surabaya. The results indicate that most of the professionals prefer to speak in Indonesia language instead of English. The research shows that the participant is the most influenced factors in language choice, besides setting, topic, and purpose of the interaction. The writer concludes that Indonesian language, as the mother tongue, remains functioned to be the first language use in the professional work place. However, English as the first foreign language is use in the certain occasion by certain people, and although it's not use constantly in daily conversation during working, English is commonly inserted in the middle of the conversation. The results also suggest that the frequency with which Indonesian professionals need to communicate in English increases with level, education, and experience.

Keywords: language choice, oral communication, multinational company