

ABSTRACT

Arianto, Novi: A Study of Code Mixing Used By The Front Office Staff At Sheraton Surabaya Hotel and Towers. A thesis submitted as partial fulfillment of the requirements for the Sarjana degree of the English Department, Faculty of Letters, Airlangga University, 2003.

People are always faced with language choice when they communicate with other people. It is a usual thing when people use more than one language. Because of using two or more languages, sometimes they do code mixing in their communication. It is interesting for the writer to study about code mixing. In this study the writer analyzes what factors that influence the code mixing and which language is more dominant used by the Front Office Staff at Sheraton Surabaya Hotel and Towers.

The study aims at revealing the use of code mixing by the Front Office Staff at Sheraton Surabaya Hotel and Towers. For the data collection, the writer give some questions in the questionnaire paper to them. The data were analyzed to know which languages in code mixing are mostly used by the Front Office Staff at the hotel and in what situation it occurs.

In doing this study, the writer focus on descriptive explanation. The writer uses a sociolinguistics approach in analyzing the data, which means that the writer with the Social and The Language. The respondents of this study are the employees of Sheraton Surabaya Hotel and Towers which take in the Front Office Division.

The research finds that from the respondents who do the code mixing when they make conversation with their Indonesian's guests or among the Front Office department. The writer observes only spoken code mixing of Front Office at Sheraton Surabaya Hotel and Towers. The languages he observed were Bahasa Indonesia and English.

Keywords: "code mixing" and "Front Office Staff".