

CHAPTER III

PRESENTATION AND ANALYSIS OF THE DATA

Data Presentation

In this chapter, the writer presents and describes the study of code mixing used by the front office staff at Sheraton Surabaya Hotel and Towers. Intentionally the study is directed to understanding social phenomena as seen in language usage. As stated by Kahru (1978), code mixing is the use of two or more languages, where the elements of each language are included in it. It means that a speaker who masters many languages will have the tendency to mix his code than those who only master one or two languages. It does not mean that they who master many languages will always mix their code. Code mixing will be influenced by special characteristics of the speaker.

With the help of conversations obtained from the observation, the writer identifies the kind of words which mix at this hotel and what factors that influence them to use code mixing in their conversation. The data are written and directly analyzed. To perform an easier discussion, the writer arranges the conversations based on the locations of where they used code mixing. The locations still in the one division, namely Front Office Division. The locations are: front office desk, telephone operator, business center, reservation room, and so on. In each dialogue,

the writer tries to describe as completely as possible how they mix two languages in conversation between front office staff and the guest, what kind of words they usually mix in their conversation, the language used according to role relationship, and their attitudes towards the other people of the community. The data was recorded on February 2003.

Data Analysis

3.1. Conversation 1

Receptoinist

(R): "Selamat pagi, Pak. Ada yang bisa saya Bantu?"

(Good morning Sir, May I help you?)

Guest

(G): "Selamat pagi. Saya mau check in hari ini bisa Bu? Apa masih ada kamar yang kosong?"

(Good morning. I want to stay today. Is there an empty room?)

(R): "Masih ada, Pak. Tapi apa Bapak sudah reserve sebelumnya?"

(We have. But have you reserved before, Sir?)

(G): "Sudah, saya sudah confirm sama Bu Diah tadi malam."

(Yes, I confirmed Mrs Diah last night)

(R): "Atas nama siapa, Pak?"

(On behalf on whom, Sir?)

(G): "Chandra..., Bapak Chandra Irawan."

("Chandra..., Mr. Chandra Irawan)

(R): "Baik Pak, mohon ditunggu sebentar. Saya check dulu."

(Ok Sir, wait a moment. I want to check it)

(After the receptionist found his reservation from the computer. She gave the Registration Card to the guest)

(R): "Bapak Chandra Irawan?"

(Mr. Chandra Irawan?)

(G): "Ya, betul. Gimana Bu?"

(Yes, right. How Madam?)

(R): "Nama bapak sudah ada di list kami. Silahkan sign di sebelah kiri, Pak."

(Your name is already in our list. Please sign in the left side, Sir)

This conversation took place in the front office desk of Sheraton Surabaya Hotel and Towers. The people who made conversation with the front office staff are an Indonesian guest (man aged about 37 years old). The conversation shows the mixing in the code made by the receptionist and an Indonesian guest. The receptionist starts greeting by saying Selamat Pagi (line 1) and an Indonesian guest replies his by Selamat Pagi too (line 2). This kind of greeting is quite common in our society, especially among whose religions are unknown.

Both receptionist and the Indonesian guest in the conversation above use English language and Bahasa Indonesia after they start greeting. It means that code mixing occurs in their conversation. The word check in (line 2) is used by people who want to stay at the hotel for several days. He used this term because check in is a common expression in hotel department. In Bahasa Indonesia, check in has two meanings and can be separated into two words, there are; check and in. According to Oxford dictionary check means to inspect or investigate and in means showing places. So, if we combine check in means to enter and inspect something. But in hotel department check in only has one meaning. It means to stay at the hotel. The opposite of check in is check out.

The addressing term reserve (see line 3) is used by the hotel staff to know whether the guest has made a reservation before. We know that reserve in English dictionary means keep for special use or a later occasion. In hotel language, reserve means to order. Sometimes they use the word booking, but usually booking is only used in small hotels. Receptionist does not use it because they feel that Sheraton Surabaya Hotel and Towers as a five-star and reserve has high tendency and much softer than booking, although reserve and booking have the same meaning in hotel language. From this, we may know that the status or level of the hotel can influence when they make a conversation. Automatically, if the hotel has the highest level in their community, it also has the highest conversation and communication.

The term *confirm* (line 4) in the above conversation is related to the word *confirmation*. It means a reservation or booking made by telephone before. *Check* (in line 7) is understood that the front office staff makes sure that it is correct or not and tries to find the name of the guest in the computer. After the receptionist find his name on the guests' list in the computer, the front office staff order the guest to sign. The term *list* (line 10) means set of names, address (identity of the guest) and *sign* (line 10) means that the guest agrees with the content of application form.

In this conversation, the local guest and the front office staff use mixed language, English language and Bahasa Indonesia. From this, we can see that the situation of where the conversation takes place is formal. The English words above are taken directly by the speakers without any change. The code mixing of English words and Bahasa Indonesia shows that the speakers have competency in understanding and using English.

3.2. Conversation 2

Receptionist

(R): "Selamat pagi, *front office*, bisa saya bantu?"

(Good morning, front office, may I help you?)

Guest

(G): "Saya mau *check out* 30 menit lagi, dapatkah anda siapkan *bill-nya*?"

(I want to check out in 30 minutes, can you have my bill ready for me?)

(R): "Ya Pak, akan kami siapkan bila anda datang ke *front desk* kami."

(Yes Sir, it will be ready for you when you come to the front office desk.)

(Forty-five minutes later, the guest came to the front office desk)

(R): "Bisa saya Bantu, Pak?"

(May I help you, Sir?)

(G): "Saya Heddy Budianto dari *room* 147 dan saya ingin membayar *bill-nya*."

(My name is Heddy Budianto from room 147 and I would like to settle my bill)

(R): "Ya Pak, semua sudah *ready*. Dengan apa Bapak akan membayar?"

(Yes Sir, it is all prepared. How would you like to pay?)

(G): "Saya ingin membayar dengan *credit card*."

(I want to pay by credit card)

(R): "Baik Pak."

(Okay Sir)

(He handed the credit card and looked at the bill. On the other side, the Front Desk Clerk looked at her computer)

(G): “Saya mau tanya, kenapa saya kena *charge* untuk telepon?”

(I want to know, why I get these telephone charges?)

(R): “Bapak melakukan hubungan *long distance* ke Batam pada Kamis pagi.

(You made a long distance call to Batam on Thursday morning)

(G): “*Operator* tidak pernah dapat membuat hubungan itu dan akhirnya saya *canceled*. Dan coba lihat disini, untuk apa saya dikenakan *charge* untuk *room service*?”

(Operator never got through and I told her to cancel it. And look at this, what are these room service charges?)

(R): “Anda memesan 8 coca-cola dan 5 hamburger untuk diantar ke *room* anda tadi malam.”

(You ordered 8 coca colas and 5 hamburgers to your room last night)

(G): “Tidak, saya cuma pesan 2 coca-cola dan 3 hamburger. Saya waktu itu sedang di *bathroom* ketika pesanan itu datang dan salah satu tamu saya *sign* pesanan itu. Teman saya mengira saya memesan *extra* dan saya tidak menyadari berapa banyak pesanan itu karena pesanan itu habis semua.

(No, I ordered 2 coca colas and 3 hamburgers. I was in the bathroom when the order arrived and one of my guests signed for them. I supposed he thought I ordered extra and I did not realize how many as they were all taken)

This conversation occurred on the telephone and a few minutes later the guest came to the front office desk of the hotel. *Front desk* or *front counter* (line 2) is the receptionist desk in the hotel. Sometimes *front desk* or *front counter* as an information desk or information counter. In conversation 2, the receptionist had to face a complaint from the guest. Both the receptionist and the guest in the conversation are using code mixing, but most of the words mixed by them are general words, such as: *ready* (in line 5) means prepared and fit for action or use, *operator* (line 10) means people who work especially in a telephone switchboard, and so on. Both of them are still using common expressions with hotel words, such as: *check out* (see line 1). Actually *check out* is the opposite of *check in*. It means that the guest leaves the room. The guest never uses Bahasa Indonesia although he is an Indonesian. When the writer asked the receptionist, actually *check out* and *check in* cannot be translated into Bahasa Indonesia. On the other side, Bahasa Indonesia is not representative enough to express in Hotel Department. The word *bill* (lines 1 and 4) means statement money owed for goods and services. Usually many of foreign restaurants use this word too. It explains that *bill* is a common word and accepted in many places. Both the receptionist and the guest never say *bill* in Bahasa Indonesia

“tagihan”. They think that English has higher prestige than Bahasa Indonesia. From this example it can be seen that the use by the receptionist and the guest have their own reason, that is to make the sentences sound gentler than Bahasa Indonesia one “tagihan”. The addressing term *room service* (see line 10) is used by the hotel staff to give a tax for services room to the guest who want to stay at the hotel. *Room service* means “biaya tagihan” in Bahasa Indonesia. Certainly, *room service* has a different meaning from *room* (line 11) because *room* only means part of a building enclosed by walls or partitions, and with a floor and ceiling (Oxford, Advanced Learner’s Dictionary). The words *room service* is common in hotel department but *room* is a general English.

In the above conversation, the guest spoke in Bahasa Indonesia and sometimes he mixed his sentences using English, and the receptionist replied him by mixing language too. It is clear that code mixing between Bahasa Indonesia and English is very significant in Hotel Department when they hold social interaction and communication. Actually there are many factors why they use code mixing when they make conversation in hotel area.

3.3. Reason of Using The Code Mixing

3.3.1. The Frequency of Mixing Words

Before we go to the reason of Front Office Staff at Sheraton Surabaya Hotel and Towers in using code mixing within their daily conversation, it is important to know the frequency of the use and their deliberateness in code mixing. The frequency presented is not in the figure (quantitative account), yet it is in the qualitative one. The writer uses the statement **never, sometimes, often, and always**.

From 35 respondents the writer has got the following data:

Table 1.

The Frequency of Mixing Words

Never	Sometimes	Often	Always	Total
0	9	21	5	35

Questionnaire No. 4

No one answered **never**. It is reasonable since they are the employees of Sheraton Surabaya Hotel and Towers and their job is in Front Office Division. They always communicate with the guests and sometimes with foreigners who want to stay in the hotel. 9 respondents answered **sometimes** since they, personally, do not always use code mixing every time they make conversation. Sometimes they mix only in certain topic such as in the meeting. This fact is proved by recording process and the recorded result. In 5 conversation events the writer only found 1 or 2 and even no conversation that contained code mixing. However, it will be considered **often** if we

count the whole conversations done by Front Office Staff at Sheraton Surabaya Hotel and Towers. 21 of the respondents answered **often** and only 5 of them answered **always**. According to the writer's observation and interview with them it is found that their answers--**often and always**--are broad related to their jobs. This influences upon their English competency and their frequency in using English language when they speak with the guests.

3.3.2. The Deliberateness of Mixing Words

Concerning the frequency and the reason of Front Office Staff in mixing some English words within their Bahasa Indonesia conversation with their guests, it is important also to know whether they use code mixing deliberately or not.

The following table shows the data about that.

Table 2.
The Deliberateness of Mixing Words

Yes	No
5	30

Questionnaire No.14

It can be seen that 30 respondents or 86% of them say **No** or in another words they use code mixing spontaneously and they use it in habitual activity, while 5 respondents of them or 14% say the other way round. It means that **No** more than half

of Front Office Staff use code mixing deliberately. This has tight relationship with the reason why they use them.

3.4. The Reasons of the Front Office Staff Using Code Mixing

In searching the answer of this problem, the writer, in his questionnaires, gives options of the type of the reasons with last option giving free answer of their own reasons. They can choose more than one option because, perhaps, they have more than one reasons. Those 5 options together with the data gained are presented in the following:

Table 3
The Reasons of the Front Office Staff Using Code Mixing

No.	Reasons	Frequency
1.	Prestige.	12
2.	Relationship to certain technical terms.	10
3.	To soften certain rough words.	7
4.	Bahasa Indonesia is not representative enough to express things in hotel department	4
5.	Other reasons	2

Questionnaire No. 13

3.4.1. Prestige

As stated by Weinrich (1853:7) one of the factors causing interference is the prestige of the recipient language. In this case English is an International language. Therefore, it becomes an important donor language for Bahasa Indonesia, and so regarded as having higher prestige than Bahasa Indonesia as the recipient language. This assumption supports Front Office staff in using its parts within their conversation. Using pieces of this language they want to show their social status.

However, for the Front Office staff, prestige is not the main reason for them in using code mixing within their conversation with others. Only a half of Front Office Staff says that they use code mixing for prestige. It is not the only answer they give for choosing also some other options such as options 2, 3, 4, and 5. It means prestige is not the main reason for them.

3.4.2. Relationship to Certain Technical Terms

It is tied up with Weinrich's factor (1853:51) that is the insufficiency of the vocabulary of language in facing world advance and development. The advanced of science and technology influence also toward the development of a language. Certain terms that come from the language of the science and technology center countries are absorbed by the recipient countries, including Indonesia. The terms belong to various fields such as literature, banking, engineering, trading, tourism, and hotel division.

Those terms sometimes are not translated because of some reasons. Some terms have quite long translation or the translation often has no precise meaning. So, it is not effective for communication.

The contributing of interference is especially on the vocabulary enrichment. The languages that have wide social and cultural background and usage, have a great number of developing languages which have a contact with them. In this process the contributing or influencing languages are called donor languages and the languages which received the contribution or influence are called recipient languages. (Chaer and Agustina, 1995: 166).

The insufficiency of Bahasa Indonesia vocabulary is one of the Front Office Staffs' reason in using code mixing. The table shows that it is the second strongest reason for them. From 35 respondents, 10 of them (29%) choose this option as their reason. It means that they use it because they really need to mix their language.

3.4.3. To Soften Certain Rough Words

Usually a language has more than one word to express the same things but with the different sense. Based on their experiences people will choose the word that is appropriate with the situation in which they are making a conversation. They will avoid using the word that has bad sense, and take the other one that do not hurt others. Nevertheless, some people like to use words from other languages since they

consider that the words of their own language can not lessen the bad sense of what they are going to say.

7 respondents answered that they use code mixing to soften rough words. They use them because sometimes Bahasa Indonesia does not have any synonym that is convenient to lessen rough sense of the word they are going to say.

3.4.4. Bahasa Indonesia is not Representative Enough to Express Things in Hotel Department

Sometimes the Front Office Staffs of Sheraton Surabaya Hotel and Towers cannot find the exact word in Bahasa Indonesia. They still use English language when they make conversation with the guests. The writer once asked the assistant manager of the hotel about this problem. He said that he was difficult to find the exact word in Bahasa Indonesia and some of Bahasa Indonesia words are not representative to express things in hotel language. One of the examples of hotel words is *check in* and *check out*. He thinks that the words cannot be translated into Bahasa Indonesia.

The Front Office Staff still use it because words in Bahasa Indonesia are not adequate to express the real intention of the speaker. So usually both the Front Office Staff and the guests use mixing word spontaneously.

3.4.5. Other Reasons

This option is provided to give the respondents chance to say their other reasons in using mixing within their conversation. From 35 respondents there are two of them who chose this option. The answer of two respondents actually can be categorized or united into one answer only; i.e. to drill their English, to make their English fluent, to memorize the English vocabularies. The background of those respondents support the answer.

They believe that by repeating the words whenever the words are needed in the speech will strengthen their memory. They will be accustomed to using code mixing in their conversation. Not all the Front office Staff at Sheraton Surabaya Hotel and Towers are good in their English when they first entered the hotel department. Many of them got their English competence from school of diploma one hotel and tourism, English course, training in the hotel, and so on.

3.5. The Acquisition of the English Proficiency

The writer wants to know the acquisition of the respondents' proficiency in the English language by giving the questions. The purpose of the following data is to indicate the ability of the respondents in using English.

Table 4
Means of Aquiring the English Proficiency

Respondents	Number of Respondents	Level of Education		
		School/Diploma	Course	Training
Receptionist	6	5	1	-
Telephone Operator	5	3	1	1
Reservation Clerk	3	2	1	-
Bellboy/Concierge	3	1	1	1
Parking boy/Vallet	3	1	1	1
Airport representative	3	1	1	1
Business Center	3	1	1	1
Doorman	3	2	1	-
Guest Relation Officer	3	2	1	-
Front Office Cashier	3	2	1	-
Total	35	20	10	5

Source: Questionnaire no 3, 4.

The above table shows that 20 respondents obtained their ability in using the English language from their school, especially from Diploma One of Hotel and Tourism Department. There are 10 respondents who are taking an English course, and 5 respondents who are still joining an English training programme at the hotel. Usually employees who joined an English training programme is very limited. Only 5 to 10 employees from each division. The data indicates that almost all of the respondents like to improve their ability of using English in their conversation.

3.6. The Use of Language

In this thesis, the use of languages will influence the interaction within the boundary of a speech community, such as the respondents who are divided according to their role relationships and who speak different language for different topics and different settings.

From the responses in the questionnaire we know that English is really needed at Sheraton Surabaya Hotel and Towers both written and spoken forms. The English language used in written forms is in presentation and correspondences. In spoken form it is used in formal meeting and informal conversations with the guest, Indonesian staff members, and between the employees. The data which are obtained from the respondents who use code mixing in formal and informal conversations are shown in the following table:

Table 5
The Use of Language (Using Code Mixing) In Formal and Informal Situation

Respondents	Number of Respondents Talking to Guests				
	A	B	C	D	E
Receptionist	-	1	3	2	-
Telephone Operator	-	1	3	1	-
Reservation Clerk	-	2	1	-	-
Bellboy/Concierge	1	1	1	-	-
Parking boy/Vallet	1	1	1	-	-
Airport representative	-	1	2	-	-

Business Center	1	1	1	-	-
Doorman	-	1	1	1	-
Guest Relation Officer	-	1	1	1	-
Front Office Cashier	1	1	1	-	-

Source : Questionnaire no: 5, 8, 10.

Note : The five columns above mean:

- A. Always Bahasa Indonesia.
- B. More Bahasa Indonesia than English.
- C. Always code mixing in their conversation.
- D. More English than Bahasa Indonesia.
- E. Always English.

By analyzing table 5 above, the writer concludes that out of 35 respondents from Front Office Division, 4 respondents always speak Bahasa Indonesia, 11 respondents speak more Bahasa Indonesia than English, 15 respondents always using code mixing in their conversation, 5 respondents speak more English than Bahasa Indonesia, and no one from the respondent who always speak in English. It means that almost all of the respondents always mix their language between Bahasa Indonesia and English. It means code mixing is used among the respondents and the guest when they talk about formal and informal situation.

Based on the analysis above, it states that code mixing is used in their conversations. That code mixing is found when the respondents wants to give an emphasis to those words. From the reason raised, the use of second language words,

in this case English language, is useful for all the guests who came from various ethnic groups because they are familiar with English terms.

To find an equivalent meaning is another reason of the use of code mixing done by the respondents. Although, for example, there is a word in Bahasa Indonesia but the respondents uses English language because it seems the second language word is more appropriate than the first language when it is applied in the sentence. The respondents cannot avoid using the words of second language in the condition as following; if they have to make conversation with the guest.

3.7. Topic of Conversation

Fishman (1984:29) proposed that there are certain institutional context of language choice called domains. Domains are taken to be constellations of factors such as location, topic, and participants (in Fasold, 1984: 183). So far, this study has discussed the two of the mentioned factors, i.e., location and participants. Regarding with the use of code mixing at Sheraton Surabaya Hotel and Towers, it is important also to know in what topics of conversation the respondents mix their word within their speech or conversation.

In order to get this kind of conversation, the writer also includes a question about it in his questionnaire. He gives 3 (three) options to them, one of which is a free

option to give the respondents freedom to inform their other topics of conversation.

Those options are:

- A. Private topic.
- B. Recent issues topic.
- C. Other topics.

The respondents can choose more than one option.

Table 6
Topics of conversation

Private topic	Recent issues topic	Other topics
15	8	12

Source: Questionnaire no. 10 and 12

By analyzing the data we can see that 15 respondents talk about private topics, 8 respondents are about recent issues topics, and 12 respondents talk about other topics.

3.7.1. Private Topic of Conversation

There are many kinds of private topics which can make a conversation with others such as problem about their family, their condition, and problem about their work. Especially in problem of their work, usually they explain about their problem to other employees, possibly to the assistant manager of Front Office Division at the

hotel, someone who has higher status. They want the other employees to give some suggestion about their mistakes.

The example of the conversation is as the following:

Employee:

(Emp) : “Pak, pada *event* tadi saya baru menumpahkan *wine* di baju *guest*.”

Assistant Manager:

(Ass. Man) : “Kok bisa itu lho! Kamu kan pekerja *senior* disini.”

(Emp) : “Iya Pak. Tadi saya tidak sengaja. Ketika *wine* mau saya berikan ke *guest* tiba-tiba *wine* itu tumpah dari *tray* yang saya bawa dan mengenai baju *guest*.”

(Ass. Man) : “Makanya *tray*-nya dikasih *cloth* di atasnya.”

(Emp) : “Iya Pak, saya lupa tadi.”

(Ass. Man) : “Ya sudah. Lain kali lebih hati-hati lagi kalau bekerja.”

(Emp) : “Baik Pak.”

From the conversation above, we can see that they are still using code mixing although the respondents speak with their staff at the hotel. They are very friendly when they make conversation. The location of their conversation is in the canteen of the hotel. So, they speak in informal situation.

Fishman has suggested that friendship is one domain that support the language choice in the interference cases (1984:29-30). In this case, Fishman's theory can be proved. Friendship which creates informal, friendly, and relax situations has supported them to mix in their conversation. An important factor which background this fact is that the conversations are done when they break or finish their work. The relax situation supports very much toward the answer why private topic of conversation becomes the main topic of conversation in which the respondents do code mixing.

3.7.2. Recent Issues Topics of Conversation

This topic covers the conversations in economical and also about the guest issues. 8 respondents give their answers to this option. The factors which supported them are as the following: the time; the conversation occur when the work breaks. At this time the respondents need relaxation after being forced to work hard. They want something new to release their busy time. This situation at this time is very relax.

In this conversation the respondents can talk about many things. Sometimes it is a serious discussion which does not make them think hard, yet sometimes it can be just a simple discussion like the gossip on their guests.

The example of conversation on those topics is as the following:

(Dian) : “Yul, kamu lihat nggak *guest* kita tadi pagi ?”

(Yuli) : “Nggak. Ada apa Di ?”

(Dian) : “Wah, rugi kamu jika nggak lihat tadi.”

(Yuli) : “Memangnya kenapa ?”

(Dian) : “*Guest* kita tadi *handsome* banget. Namanya *Mr. Andre*. Dia dari Manado lho.”

(Yuli) : “Oh ya. Dia di sini *stay* berapa lama ?”

(Dian) : “*Three days*. Katanya Dia datang ke Surabaya untuk menghadiri *meeting*, sebagai perwakilan dari kantornya. Sekarang dia ada di *room 307*.”

(Yuli) : “Wah kalau begitu nanti kasih tahu ya, yang mana orangnya.”

(Dian) : “*Ok* deh, jangan khawatir.”

From the conversation it can be seen that two of the receptionists talk about recent issues of their guest. The location of their conversation is in the receptionist desk. They talk in relax and in informal situation and still use code mixing too. Actually there are still many other topics that are not recorded in the data.

3.7.3. Other Topics of Conversation

From the recorded data it is encountered that there are 12 conversations concerning other topics of conversation. The respondents not only talk about private and recent issue topics but also about other topics although it does not have relationship with their job at the hotel, such as: topics about religion and culture.

CHAPTER IV

CONCLUSION