

CHAPTER IV

CONCLUSION

Language as a means of human communication develops continuously parallel to the progress of the society. That development can be additional new vocabulary, development in meaning from the present words, adaptation, and adopted vocabulary from other languages. This means that Sociolinguistics variation implies that the respondents have a choice among language varieties. This choice may be between one language or another depending on the situations where code mixing occurs. The topics discussed in this thesis are about the occurrences of Bahasa Indonesia-English code mixing used by The Front Office staff to the guest and among the staff members at Sheraton Surabaya Hotel and Towers.

The development of Bahasa Indonesia, especially addition and interpretation of elements from other language results from language contact of bilingualism besides Bahasa Indonesia. The process also causes mastery of other languages, either local or international languages.

From two conversations in the data analysis we can see that the respondents used code mixing when they speak or make conversation to the guests. It means that English is the official language at Sheraton Surabaya Hotel and Towers and it is also spoken to some real degree by them. Actually there are many words which they can

mix in their daily conversation and it still related with their division at the hotel. The guests also mix their sentences when they speak to the respondents. It means that code mixing is acceptable in the hotel department and both of them understandable.

As a result of bilingualism, unaware or deliberately respondents do code mixing when a bilingual communicates in Bahasa Indonesia. The process of code mixing mostly happen in oral rather than written language. Oral language is spontaneous and the respondents used code mixing based on their knowledge of their skill in the hotel department. It is very different from written language, in which they can write what the respondents think before and they can choose appropriate words and structures with the right norms.

The writer conclude that Bahasa Indonesia is more dominant than English language when the respondents make conversation with the guests. It means that Bahasa Indonesia is main language used by the Front Office Staff at Sheraton Surabaya Hotel and Towers. However, the respondents cannot avoid using the words of second language, English language, in their conversation with the guests.

The respondents may choose one language or another at a particular topic in a conversation. This case is concerned with the attitude towards different languages, topics of conversation, and the reasons why the Front Office Staff using code mixing. In general, the Front Office Staff use code mixing spontaneously without any consideration. It is related to their strongest reason in using code mixing, i. e., it

happens that the words appear in their minds when they are talking English. Only few of the respondents who say deliberately. Their deliberateness in code mixing is based on some reasons such as: prestige, relationship to certain technical terms, to soften certain rough words, Bahasa Indonesia is not representative enough to express things in hotel department, and other reasons.

In this thesis the writer tries to identify the respondents. From the questionnaire answered by the respondents, he can make the conclusion that more than half of the respondents obtained their ability in using the English language from their school, especially from Diploma One of Hotel and Tourism Department. It means that English is needed by the respondents to implement their skill in the hotel department.

This research also finds that private topic of conversation is the topic on which the Front Office Staff at the hotel do code mixing most frequently. It seems that friendship domain which creates relax situation support them very much to do code mixing. It is followed by recent issues topic of conversation in the second rank. This fact is supported by the environment at the hotel. The two above topics are then followed by other general topics.

BIBLIOGRAPHY