

**SKRIPSI**  
**THE ANALYSIS OF CODE MIXING USED BY THE**  
**EMPLOYEES OF THE SHACKS HOTEL AT SANDY**  
**BAY AREA**



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## ACKNOWLEDGMENT

First of all, I would like to say my grateful to God Almighty for the blessing so I can complete this undergraduate thesis. This undergraduate thesis was prepared and submitted to fulfil the requirements for a bachelor's degree at English Department, Faculty of Humanities and Social Sciences, Bali Dwipa University, in addition, the writing of this undergraduate thesis also aims to provide knowledge to readers. In completing it, the author received a lot of help and support from various parties, so that the author expresses his deepest gratitude to:

1. Rector of Bali Dwipa University because the writer has been given chance to study at English Program, Bali Dwipa University. In addition, the rector has very good innovation to shorten the length of the study so the writer can complete the study for 3,5 years.
2. The Dean of Faculty of Humaniores and Social Sciences has been given easiness by providing facilities so the process of studying can be done very well.
3. Dr. I Ketut Suardana, S.S., M.Hum as the head of English Program, Bali Dwipa Univeristy. The writer has been given support and facilities so the process of studying at English Program of Bali Dwipa University can run very well.
4. Mrs Ni Nyoman Ayu Tri Hidayanti, S.S., M.Hum., as the first supervisor who has been willing to take the time and provide guidance from the beginning of the preparation of this undergraduate thesis until completion. The lecturers, who have given many contributions of information and

knowledge.

5. I Made Juliartan, S.S., M.Hum as the second supervisor, the writer has been given guidance how to write this thesis so the process of writing this works very well.
6. My parents and my family, who always support and motivate during the preparation of this thesis. Friends, who always support and motivate in their own way in the success of this undergraduate thesis.
7. The author realizes that this undergraduate thesis still lacks and does not perfect, therefore, any suggestion and input from readers are expected. Finally, the author says thank you very much and happy reading.

Denpasar, 20 January 2025



Ni Luh Taman Sanji Giana Wati

## **ABSTRACT**

The hotel employees 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 Suwito (1985). There were six types of Code Mixing found in the research, such as words, phrases, clauses, idioms, hybrids, and reduplications Code Mixing.

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

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## **CHAPTER I**

### **INTRODUCTION**

#### **1.1. Background of The Study**

The Shacks at Sandy Bay is just a minute's walk from the iconic Sandy Bay Beach Club. The Shacks provides a private pool for guests' exclusive use, with a cafe/bistro menu for poolside snacks and cocktails throughout the day. Breakfast is covered by the Hotel, and can be served in guest rooms or in the cafe or pool area. They are the most divine timber shacks, inspired by traditional Indonesian homes which have been re-created to give guests a very special experience. Each of the 6 shacks have their own unique finishing touches and each are aptly named after an iconic island locations – Devils Tear ( where we stayed, which is painted with smokey blues and pink hues), Blue Corner, Gamat Bay, Mangrove Point, Batu Abah, Broken Beach, and one villa that is Batu Sepatu.

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. This statement is supported by Aziz. (2019) who concluded that code-mixing is the result of bilingualism when language contact occurs.

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 Gunawan & Suparti (2018), language code-mixing occurs when a speaker uses two different languages in one utterance. Code-mixing in professional contexts, particularly in the hospitality sector, is driven by a number of causes. Language variations are a manifestation of the diversity of languages used by society in everyday life. These variations can occur due to various factors, such as geographical, social, and cultural differences. Language serves as a tool for communication between individuals and groups (Noermanzah, 2019). The occurrence of language variation is its function as a tool of interaction in a particular social activity.

According to Sukrisna (2019) that code mixing will occur when speakers use both languages simultaneously insofar as the speakers change one language to another in just one word. In this study, researcher is interested in analyzing the code mixing phenomenon because in their environment people always use code mixing in their communications.

According to Raksang (2019), code mixing occurs when people mix two or more languages in the speech act or discourse without being compelled to mix code. In line with the social norms of a hospitality setting, code-mixing can assist hotel staff in building rapport and communicating inclusivity. In a similar vein, people

modify their speech to either converge with or deviate from the speech patterns of their interlocutors, according to Giles' Communication Accommodation Theory (CAT). Employees at a multilingual establishment like The Garden Shack at Sandy Beach might modify their language to better suit the needs of the patrons, improving their stay.

Employees may use specific phrases that may not have direct equivalents in the local language in multilingual workplaces, mixing codes for convenience. This method is a useful way to convey complicated topics succinctly in a hotel setting while still taking into account cultural quirks that are pertinent to the exchange.

By examining the code-mixing strategies employed by staff members at Hotel The Shacks at Sandy Bay, this study seeks to advance our knowledge of how multilingual or bilingual people deal with linguistic variety in work settings. Through an analysis of the linguistic drivers, manifestations, and purposes of code-mixing in the hospitality context, this study aims to emphasize the strategic role language plays in promoting inclusive, successful communication in the hotel sector.

### **1.1 Problem of The Study**

There are two problems of the study in the research, as follows:

1. What are the specific types of code-mixing used by employees at The Shacks hotel?
2. How does code-mixing affect the clarity and effectiveness of communication with guests?

## **1.2 The Aims of The Research**

There are two aims of the study in the research, as follows:

1. To analyze the specific types of code-mixing used by employees at The Shacks hotel.
2. To analyze the effect of code-mixing in making the clarity and effectiveness of communication with guests.

## **1.4. Benefits of the Study**

The research is focused on the analysis of code-mixing used by employees at The Shacks hotel in detail as follows:

- 1.. The specific types of code-mixing used by employees at The Shacks Hotel.
2. The effect of code-mixing in making the clarity and effectiveness of communication with guests.

## **1.5. The Significances of The Research**

This research is important for several reasons;

1. Understanding Language Dynamics

Code mixing is a phenomenon where speakers mix languages from two or more languages in communication. This research helps in understanding how speakers use more than one language in communication.

2. Social and cultural identity

In the use of code mixing, language is often used as a communication tool by speakers from certain regions which represent the speaker's identity and

culture. by analyzing and exploring factors such as ethnicity, social and environmental factors.

3. linguistic creativity

Code mixing is used to show creation or express language use. with this, speakers create meaning and expression through language combinations.

## CHAPTER II

### LITERATURE REVIEW, CONCEPT, THEORITICAL FRAMEWORK, RESEARCH MODEL

#### 2.1. Literature Review

A literature review in a thesis entails a thorough examination and interpretation of academic publications pertaining to the subject of the study, frequently assisted by subject-matter specialists with years of expertise. Usually, it consists of published research papers, books, Journal, and other scholarly materials that offer context, perspectives, and insights into the subject matter. There are a number literature reviews in the research, as follows:

Firstly, Rianda (2017) in her research entitled "*Code Switching and Code Mixing Used by Boy William in Breakout Music Program at NET TV*". It analyzed about the utterances of Boy William from 2 episodes of breakout music program at NET TV, the video were the longest video in breakout YouTube channel. The main result of this study were the types of code switching and code mixing which used by Boy William and the reasons why Boy William used code switching and code mixing. From the research result, (1) Boy William frequently used insertion code mixing the most. He mixed English words in Indonesian sentence in the utterances he pronounced. He also used code switching as well as mixing the code. The reason of Boy William used code mixing and code switching was defined by the type of code switching and code mixing he used. From the result boy William were used 8

reasons of using code switching and code mixing, they are: (1) Talking about a particular topic (2) Quoting somebody else (3) Being emphatic about something (4) Interjection (5) Repetition (6) Intention of clarifying the speech content for interlocutor (7) Expressing group identity (8) Because of lexical need.

Clear Focus on A Specific Media Content: Boy William is the subject of examination, and the study concentrates on a clearly defined setting which is the Breakout music program. The findings are more relatable and applicable to comparable media contexts because of the clear scope, which enables a focused investigation of code-switching and code-mixing within a popular media context. By focusing on a single media program, the study offers deep insights into the distinctive applications of code-switching and code-mixing in entertainment, particularly by a bilingual host who appeals to a wide range of viewers. Contribution to Media Linguistics and Bilingualism Studies.

The study adds to the field of media linguistics by investigating a relatively understudied aspect of bilingualism and media research. The employment of multiple languages in a single show by a bilingual media figure. It highlights how language choice influences the popularity of a television program, bridging the disciplines of sociolinguistics and media studies. This study provides information that researchers, media professionals, and linguists who are interested in the strategic use of language to engage bilingual or multilingual audiences may all benefit from.

Secondly, Harahap (2023) in the research entitled "*The Use of Code Switching and Code Mixing in English Teaching and Learning Process at SMAN 3 Pekanbaru*

”. It described about the use of code switching and code mixing in the English teaching and learning process at SMAN 3 Pekanbaru. The research aims to explore the types of code switching and code mixing employed by English teachers in the classroom, as well as the reasons behind their incorporation. A qualitative research design was utilized, involving classroom observations, interviews with teachers, and analysis of recorded teacher utterances. The findings reveal that English teachers at MAN 3 Pekanbaru utilize intra-sentential switching, inter-sentential switching, and tag switching as types of code switching. Additionally, code mixing is employed through alternation, congruent lexicalization, and insertion. The reasons for incorporating these language phenomena include discussing specific topics, emphasizing certain points, using repetition for clarification, assisting students in comprehending unfamiliar vocabulary and sentence structures, and providing tailored assistance based on students' abilities. This research contributes to the understanding of how code switching and code mixing are utilized in English language classrooms, shedding light on their purposes and effects. There are a number of weaknesses and strengths of the research.

Limited Scope in Participant Diversity: The study focuses on a single institution, SMAN 3 Pekanbaru, and may involve only a limited number of English teachers. This limited setting and small sample size may not provide a comprehensive understanding of code-switching and code-mixing practices across various educational contexts or types of schools. The findings may not be generalizable to other schools, regions, or types of institutions, as each may have different teaching approaches, student demographics, and language policies

that influence code-switching. Including multiple schools or a larger variety of teachers from different backgrounds would provide more generalizable insights.

**Lack of Student Perspective: Problem:** Without looking at students' responses, perspectives, or comprehension levels, the study appears to concentrate only on the teacher's viewpoint and use of code-switching and code-mixing.

A more complete picture of the efficacy and influence of these practices on learning would be provided by comprehending the viewpoints of the students. It's challenging to determine whether code-switching and code-mixing are beneficial or distracting from the perspective of the learners without student input, which may limit the findings' applicability to instructional strategies. Including student surveys or interviews may shed light on how code-switching and code-mixing impact their comprehension, learning objectives, and level of involvement.

**Comprehensive. Data Collection Methods:** Classroom observations, teacher interviews, and analysis of recorded teacher utterances are all part of the study's qualitative research design. This combination of data sources gives the study more depth and makes it possible to analyze linguistic behaviors in a more comprehensive and reliable way. By employing a variety of data collection techniques, the study offers a comprehensive, multi-perspective analysis of code-switching and code-mixing, enhancing the findings' dependability and mitigating any potential biases from a single information source.

**Pedagogical Implications:** The study emphasizes the useful applications of code-switching and code-mixing, including improving vocabulary retention, assisting students in understanding difficult topics, and adjusting training to meet the needs

of each individual student.

The study highlights the useful benefits of code-switching and code-mixing in promoting learning by explicitly linking linguistic practices to instructional outcomes. By emphasizing pedagogical advantages, the study bridges the gap between research and classroom implementation, being beneficial not only for theoretical discussions but also for educators seeking to improve their teaching methods.

Thirdly, Jimmi Jimmi and Rafelia Elsa Davistasya (2019). Their research entitled "*CODE-MIXING IN LANGUAGE STYLE OF SOUTH JAKARTA COMMUNITY INDONESIA*" it investigate of Code-Mixing appeared in South Jakarta Community while this community having chat each other through social media, WhatsApp and Twitter. The phenomenon of Code-Mixing and Code-Switching in Indonesia became viral in last September. The used of code-mixing helps them to communicate with others, because not all the people can use the language properly. So that, learning about language is really needed. It will increase their vocabularies whether in Bahasa or English. Also, there are few reasons why the community applies the code-mixing in the daily activities.

The writer uses the method of qualitative-description research which is done by the writer by getting involved in the community of social media, having the library and internet research with the relevant sources, and collects the data to be analyzed also describes by explaining the result of the research. The conclusion of the research is by the often using of Code-Mixing, the people indirectly increase their vocabularies. This phenomenon influenced many people to start to apply the

Code-Mixing. The Advantages of Research ; Contextual Usage, The choice of languages in code mixing often depends on the context, audience, and topic of conversation. The weakness of Research; If continued dependence on the mixing of languages used by communities in South Jakarta will have an impact on the local languages there, and their native language (Betawi) will slowly fade over time. The similarity between previous and current research is that they both use data to analyze. The difference is about the research methods.

Fourthly, Ni Kadek Aprilia Dwi Astari and I Made Yogi Marantika (2023) Their research entitled “Code Mixing Used in Cinta Laura Youtube Channel’s “Bicara Cinta” this study will analyze the types of code mixing used by Cinta Laura in the video podcast “Bicara Cinta” on Youtube Channel Puella ID and also the factors of the speaker switch the languages. The aim of choosing this topic is to avoid any confusing if the readers could identify code mixing in a bilingual conversation or in the utterance of other people. The descriptive qualitative method was used in this study. The Advantages of this research are; attracting the interest of young people, to make it easier to express sentences in two or more languages and to increase connections widely interactive communication, conversations feel more interactive by mixing languages. This shows that bilingualism is not only accepted but embraced as a normal part of communication.

The Weakness of this research ; the astonishment of the audience (except for viewers who understand), the language is hampered Even though code mixing really attracts multilingual people, in this context it can make viewers who don't understand English become confused in understanding the topic being presented.

This research and current research have in common is that both identify code mixing in bilingual conversations. The difference between current research, that they use three forms of code mixing: intra-sentential, intra-lexical, and requiring a change in pronunciation.

The fifth Sri Hardianti Margareta, Bukhari Daud, and Burhansyah. (2018). "An Analysis of Indonesian - English Code Mixing in Kompas Daily Newspaper,". The aim of this study is to identify the different types of code mixing employed in the Kompas Daily Newspaper and applied theory from Musyken's (2000). Inter-sentential code switching was shown to be the most common type of code switching in this study. This study used the descriptive qualitative method, allowing the researcher to understand the many kinds of code mixing and code-mixing factors. The previous study used Musyken's (2000) theory, which proposes: Insertion, Alternation, and Congruent Lexicalization, and in the form of words and phrases code mixing. This study does not use that theory. Additionally, this study applied Hoffman's theory (1991). The Advantages of these Research are : strategies for communication, providing an understanding of how code mixing acts as a communication strategy, increasing clarity and coherence in journalism trends in linguistics, studying code mixing can reveal trends in language use, such as the grouping of English terms in certain contexts, which contributes to linguistic studies.

The Weakness of Research: changing social contexts, rapid social and political changes can affect the way language is used, making research results quickly outdated if not updated. narrow focus, if the research only focuses on linguistic

aspects without considering social and cultural factors, the results may be less comprehensive. This research and current research are researching the types of daily mixing used by and employees in the from workplace. The differences are in terms of the theory used and research methods.

The Sixth, Rr. Astri Indriana Octavia. (2016). Her research entitled "Code Mixing and Code Switching in the Novel *The Devil Wears Prada* by Luran Weisberger: A Sociolinguistic Study" This study is an attempt to understand code-mixing and code-switching in *The Devil Wears Prada* novel by Lauren Weisberger. The purpose of this study is to explain the types of code-mixing and code-switching in *The Devil Wears Prada* Novel using sociolinguistic studies. Qualitative descriptive approach for data collection and analysis in this study. The data taken from *The Devil Wears Prada* novel by Lauren Weisberger. This novel is read in its entirety to gain an understanding of the overall content. The research method used in this study is content analysis.

The Seventh Raflis, & Mouren Dian Agustin. 2023. Their research entitled "An Analysis of Code-Mixing in The Novel "Tentang Kamu" by Tere Liye". The thesis is focused on analyzing the code mixing used in the text within the novel. The main purpose of this thesis is to find out the types of Code Mixing in Tere Liye's Novel "Tentang Kamu", to find out the most used type of the Code Mixing and to analyze the reasons and functionality of the particular Code Mixing used. The data of this study is 167 clauses containing code mixing that found in in Tere Liye's Novel "Tentang Kamu". This research was conducted by using Descriptive Qualitative Research. The technique used to collect the data was documentary technique

reading, studying, and analyzing all the data. The data were analyzed by using Hoffman theory of Code Mixing. Based on the data analysis, it was found that there were three types of Code Switching found in Tere Liye's Novel "Tentang Kamu" which is Intra-sentential Code Mixing, Intra-sentential Code Mixing and Involving Change of Pronunciation Code Mixing.

## **2.2. Concept**

A concept in a thesis is an abstract notion or a fundamental knowledge that aids in defining the scope and focus of the study. A clear and organized study of the subject is made possible by concepts, which act as the theoretical framework's building blocks. They offer the vocabulary and framework required to specify the study's objectives and methodology.

### **2.1.1 Sociolinguistics**

According to Firmansyah (2021), Sociolinguistics studies social problems and their relationship to society. Sociolinguistics has become an independent science that focuses on studying language and its relationship to society. Every aspect of the language structure is very orderly, the method of use is related to social and cultural functions. Therefore, we must pay close attention to the use of terms or one name as a theme for this discussion. As a reference and comparison for linguistic research for the development of Sociolinguistic theories. The language found in everyday life in speaking and communicating is contained in a sociolinguistic theory.

According to Chaer & Agustina (2014: 80), sociolinguistics is a branch of linguistics which places the use of language by looking at the position of language speakers in social relations. Sociolinguistics is a combination of two words, namely sociology or socio- which means society and linguistics which means the study of language. So, sociolinguistics is a science whose study of language is closely related to the situation and conditions of society, where this relationship is supported by social sciences and theories, especially sociology. Sociolinguistics studies the linguistic levels that exist in human life, especially Indonesian language students in various ways such as language speech and code mixing in communication.

Sociolinguistics is a science that studies the characteristics and various variations of language, and the relationships between speakers in a language community (Marni, 2016:03). In the book *General Linguistics* (2020) by Wahyu Eriyanti and friends, sociolinguistics is a science that focuses on the language used according to the conditions of society according to that era. Sociolinguistics comes from two words, namely social and linguistics. Social means relating to society, while linguistics means the science of language. Although sociolinguistics is not a general term, this science is very important in society. In fact, this science is one of the communication tools for inter-society relations.

According to George Yule (2014), Sociolinguistics studies how different social groups use language in different ways, and how language can be a tool for shaping or reflecting power relations and social identities.

### **2.2.2. Bilingualism and Multilingualism**

The capacity to use two languages fluently is known as bilingualism. It includes speaking, listening, reading, and writing in both languages, among other linguistic abilities. People who are bilingual may use both languages in different contexts, such as at home and at work, and they may be bilingual at different competency levels. According to Nababan, P.W.J. (2017). in this book is bilingualism or the use of two languages. Nababan may explain that bilingualism does not only include an individual's ability to speak two languages, but is also related to the social and cultural context that influences how and when the languages are used.

Being multilingual means being able to speak three or more languages. Multilingualism involves variable levels of usage and proficiency in various circumstances, just like bilingualism. Depending on the topic of conversation, social setting, or cultural context, multilingual people may transition between languages. Colleen, M.S. (2021). in her research on multilingualism, she focuses heavily on multilingual education and language teaching in the context of communities that use more than two languages. The approach taken by Colleen M.S. is related to how multilingualism can be applied in the classroom and educational policy to support linguistic and cultural diversity.

### **2.2.3. Code Mixing**

Nurliati (2019: 3), code mixing occurs as a result of meetings between users of different languages and continuous communication so that mastery of

two or more languages occurs. This distinction aids in the explanation of why speakers employ particular languages or codes in various contexts. Valentine (2018). Code-mixing refers to the practice of blending elements from two or more languages within a single conversation or utterance, often in a spontaneous or informal manner. According to Susmita (2015: 98), that code mixing is the use of language units in another language to expand the language style or language variety.

### **2.3. Theoretical Framework**

The theoretical framework in a thesis is an organized basis that directs the investigation by elucidating the theories, concepts, and body of knowledge pertinent to the inquiry. It places the study in a specific scholarly context and acts as the academic foundation that influences the research design, interpretation, and analysis.

#### **2.3.1. Definition of Code Mixing**

According to Suwito (1985), code mixing is the linguistic phenomena when components of one language are integrated into an utterance or discourse that is largely performed in another language. It fills vocabulary gaps, conveys cultural nuances, or expresses a bilingual identity, among other communicative purposes. This mixing frequently takes place at the word or phrase level. He highlights that code mixing is usually used in casual contexts and is a reflection of a bilingual speaker's fluency in various languages. He states there are six forms of code mixing as follows:

## 2.3.2. Forms of Code Mixing

### 2.3.2.1. Words

The practice of inserting a single word from one language into a sentence or phrase that is mostly in another language is known as word code mixing. Bilingual or multilingual speakers who combine languages smoothly frequently do this. Word code mixing is when a speaker incorporates terminology from one language into another's grammatical structure. It entails adding discrete words from one language to a sentence or phrase that is mostly written in another.

When bilingual or multilingual speakers jump between languages to convey particular meanings or notions that could be simpler or more accurate in one language, this is typical. Word code mixing is often used to fill lexical gaps. It is when a speaker discovers a word from one language that is more widely recognized or better expresses a concept. It is also used to express cultural nuance. It means that some terms may have cultural connotations that are best expressed in their native tongue. It can also be used to reflect social identity. It means being a member of a certain social or cultural group that uses language similarly might be shown via code mixing. For example:

- i. *Kamu harus menyelesaikan **deadline** ini hari ini*
- ii. *Kami akan pergi ke **restaurant** besok malam.*
- iii. *Kita akan mendapat **promotion** tahun depan.*

### **2.3.2.2. Phrases**

The blending of words or phrases from various languages inside a sentence or speech is known as phrase code-mixing. This happens when speakers move between languages, either for expressive or stylistic purposes or because they are more accustomed to using specific terminology in one language than another. Code-mixing usually entails inserting a single word, phrase, or expression from one language into a statement that is largely in another language, as opposed to code-switching, which occurs when speakers completely switch between languages throughout a discussion. In other words, phrase code mixing is the activity of combining parts from two or more languages into a single phrase, sentence, or discourse. Words, phrases, or expressions from one language are inserted by speakers into sentences or conversations that are mainly in another language.

In multilingual societies, when people are proficient in several languages, code-mixing frequently occurs. These speakers select particular terms or phrases for ease, expressiveness, clarity, or social identity. Phrase code mixing has three characteristics as follows: firstly, word-level mixing where individual words (noun, verb, and adjective) from one language are inserted into sentences in another language. Secondly, phrase-level mixing where entire phrases or expressions are borrowed, specially if they represent concepts, terms, or idioms specific to one language or culture. Thirdly, functionality over form where speakers mix codes to express ideas that may not have precise equivalents in the other language, to connect with cultural identity, or to make

communication smoother. For example:

- i. *Bulan depan kita akan mengadakan **team building**.*
- ii. *Laporan ini akan segera kami **follow up**.*
- iii. *Kami lagi **on progress** untuk proyek Alang alang itu.*

### 2.3.2.3. Clauses

One kind of code-mixing that takes place at the level of a sentence's clauses is called clause code-mixing. Code-mixing is the term used in linguistics to describe the merging of two or more languages or language types in a single sentence, utterance, or discourse. Inserting a clause from one language into a phrase that is largely in another language is known as clause code-mixing. The transition between languages in clause code-mixing normally takes place at the beginning or end of a clause, which is the logical boundary of the sentence. Because each language maintains its own syntax and grammatical structure, bilingual listeners will find it easier to understand and less disruptive to the conversation's flow.

This kind of code-mixing is not the same as word- or phrase-level mixing, which involves inserting single words or brief phrases from one language into the grammatical structure of another. Clause-level mixing, on the other hand, introduces a whole clause (subject-verb-object structure) in one language, followed by another in a different language. There are some reasons for using clause code mixing such as, expressing emotion or emphasis. It means by switching languages can add emphasis or emotional depth to a statement. Topic shifts or segmentation. It means different languages might signal a shift in

topic or thought. Lexical gaps. It means when the speaker finds it easier to express a concept or idea in one language rather than the other. Social identity. It means demonstrating bilingual proficiency and cultural identity. Here are the examples of clause code mixing, as follows:

- i. *“I’m so tired today, padahal kemarin saya tidak begadang.”*
- ii. *“He didn’t show up, padahal sudah janji bertemu hari ini.”*
- iii. *“You have to finish this report tonight, kalau nggak, besok kamu dipecat”*

#### **2.3.2.4. Idioms**

When an idiomatic expression from one language is employed in a sentence or discourse that is largely in another language, this is known as idiom code-mixing. A fixed statement or phrase with a figurative meaning distinct from its literal meaning that is frequently derived from the linguistic and cultural context of its originating language is called an idiom. Idiom code-mixing is the practice of a speaker introducing an idiom from one language into the discourse of another. Idiom code-mixing occurs when a speaker employs idioms or phrases that may not have a straightforward translation in the language they use most frequently. Idioms provide a distinctive means of expressing ideas that could be difficult to interpret and can enhance a discourse by adding depth, emotion, comedy, or emphasis. Bilingual speakers frequently select idioms that express particular feelings, experiences, or ideals that would be challenging to express through exact translation.

There are three purposes of idiom code mixing such as, firstly is expressivity. It means certain idioms are able to convey feelings or

circumstances that seem more real or intense than plain language. Secondly is cultural connection. It means speakers can connect with people from similar backgrounds or show their cultural identity by using idioms from their home tongue. Thirdly is efficiency. It means a speaker might avoid giving drawn-out explanations by using an idiom to succinctly and effectively summarize an idea.

There are some examples of idiom code mixing as follows:

- i. *Saya pikir bakal mengasyikkan, tapi ternyata it was a letdown.*
- ii. *Saya dapat nilai bagus saat ulangan, tapi no big deal, biasa aja.*
- iii. *Kamu bisa dapat hadiah mobil di acara itu? Lucky you.*

#### **2.3.2.5. Hybrids**

A type of linguistic blending known as hybrid code-mixing involves combining components of two distinct languages into a single phrase, word, or sentence. Speakers of two languages combine linguistic elements (such as words, affixes, or grammatical structures) to produce "hybrid" expressions that aren't entirely native to either language. This practice is known as hybrid code-mixing. This entails developing new, mixed expressions that incorporate elements of both languages, as opposed to merely code-switching (changing between languages) or borrowing entire words.

When components of two languages in this case, English and Indonesian are merged into a single phrase or expression to produce a "hybrid" construction, this is known as hybrid code-mixing. Hybrid code-mixing is combining linguistic elements from both languages (words, affixes, or structures) to create a new expression, as opposed to using complete idioms or

single words acquired from one language. This kind of code-mixing is frequently seen in multilingual speakers who effortlessly blend aspects of both languages, frequently for practicality, originality, or because it conveys concepts more clearly or succinctly.

There are some functions of hybrid code mixing in everyday language, for instance, firstly is efficiency. Mixing parts of each language can make communication faster. Secondly is cultural identity. It reflects a bilingual speaker's comfort with both languages. Thirdly is innovation and creativity. Hybrid expressions can convey concepts that might be awkward to express otherwise. Here are some examples of hybrid code mixing as follows:

- i. *Kadek orangnya **flexible**-an sih.*
- ii. *Aplikasi ini **user-friendly** banget.*
- iii. *Dia mau nge-**check** skripsinya dulu.*

#### **2.3.2.6. Reduplications**

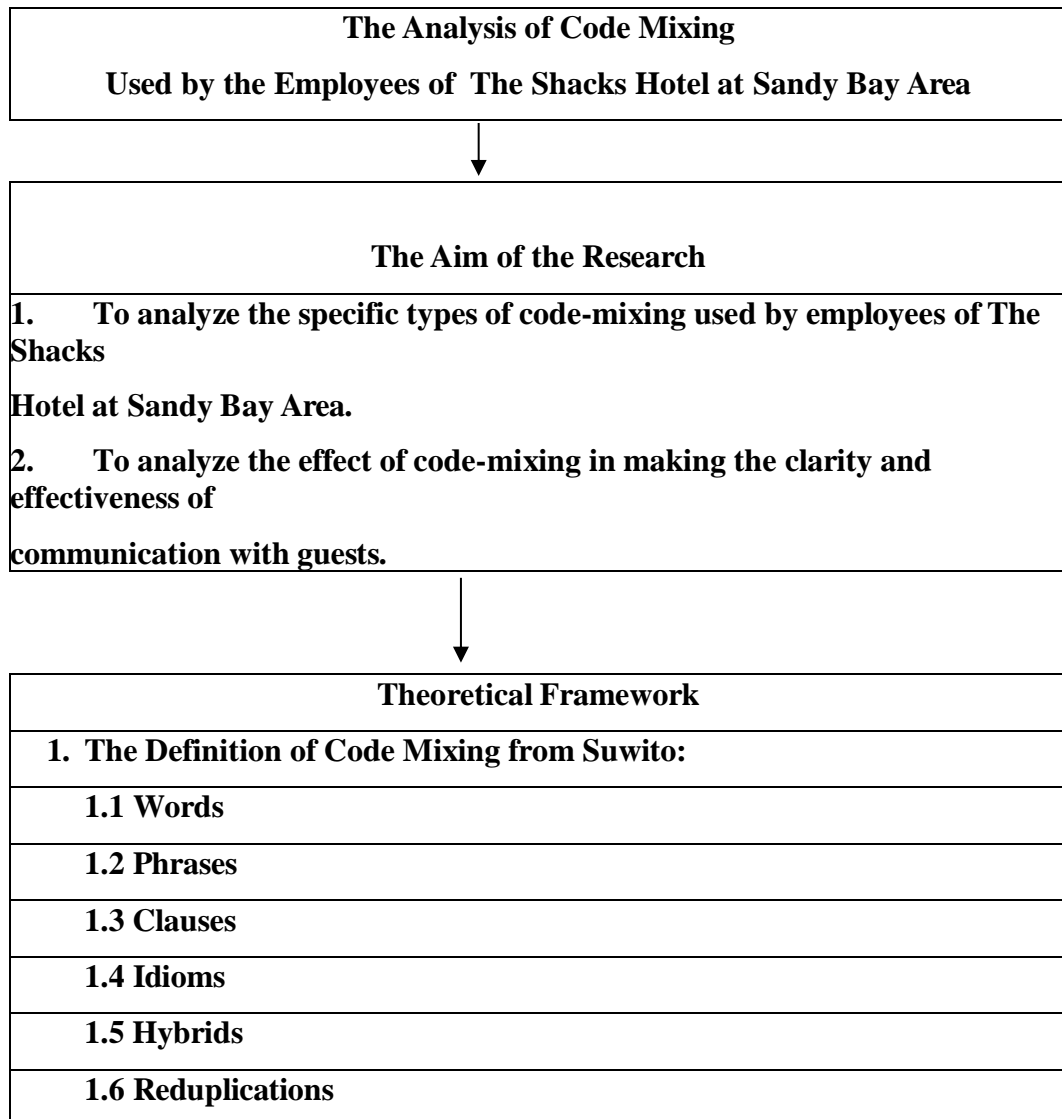
Reduplication code-mixing is when a speaker uses words or portions of words from one language to emphasize meaning, convey tone, or express certain nuances while speaking in another language. Reduplication is a common linguistic element used to indicate plurality, intensity, or frequency in many languages, including Indonesian. In order to merge the forms and meanings of two languages, speakers may translate a notion directly or apply reduplication to a word from one language.

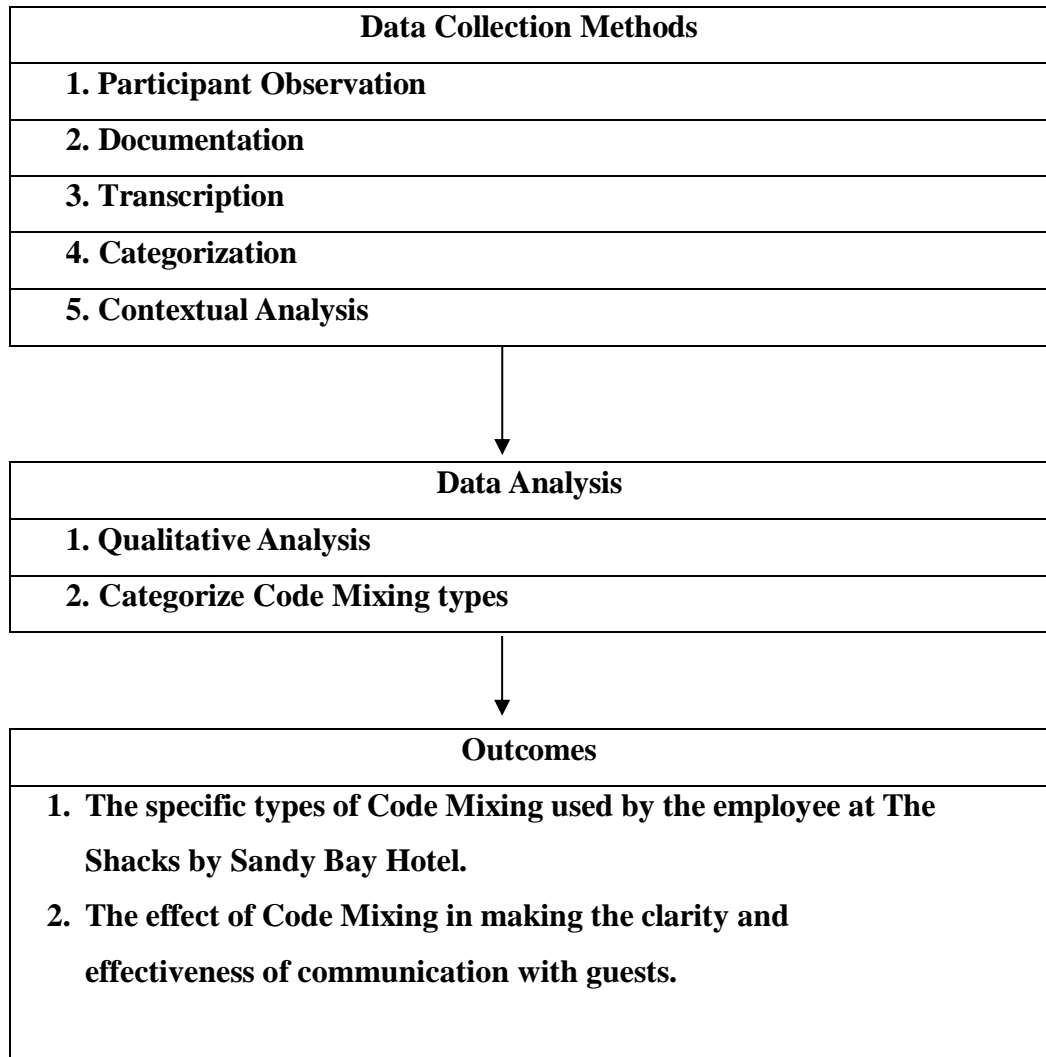
There are several distinctive features of reduplications code mixing. Firstly is emphasis on repetition. A unique bilingual phrase is produced by repeating

words or portions of words from one language. Secondly is cross- linguistic influence. A speaker's use or interpretation of reduplication in another language is influenced by the grammar or meaning of reduplication in that language. Thirdly is blending cultural expressions. Since reduplication is less common in English than it is in languages like Indonesian, it frequently expresses cultural complexity. Here are a number of examples of reduplication code mixing as follows:

- i. *Masakan di warung itu **delicious-delicious!***
- ii. *Toni **cool-cool** banget, deh!*
- iii. *Pesta itu **fun-fun** banget!*

## 2.4. Research Model





## **CHAPTER III**

### **RESEARCH METHOD**

#### **3.1. Type of The Research**

The methodical methodology and strategies used to gather, examine, and evaluate data in order to address a particular research issue or test hypotheses are referred to as research methods. A research technique is "the strategy, plan, and procedures involved in research design, encompassing the steps required to conduct the study," 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.

The research used qualitative method. 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. In disciplines where the objective is to collect detailed information about subjective experiences rather than to quantify facts, such sociology, psychology, anthropology, and linguistics, this approach is frequently used.

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. In disciplines where comprehension of the social and cultural environment is essential, such as sociology, anthropology, and sociolinguistics, this method is very helpful.

### **3.2. Place and Time of The Research**

The data were taken from the conversations done by the employees of The Shacks Hotel located at Sandy Bay, 30th October 2024 in Nusa Lembongan, Nusa Penida District, Klungkung Regency. The Shacks Hotel at Sandy Bay was chosen because it is a pretty good place to do research, there are many guests from all over the world who visit the place is not too luxurious but more like a hut with a tropical island touch. which makes guests comfortable staying there.

They are the most divine timber shacks, inspired by traditional Indonesian homes which have been re-created to give guests a very special experience. Each of the 6 shacks have their own unique finishing touches and each are aptly named after an iconic island locations – Devils Tear ( where we stayed, which is painted with smokey blues and pink hues), Blue Corner, Gamat Bay, Mangrove Pint, Batu Abah, Broken Beach, and one villa that is Batu Sepatu.

The Shacks experience is reflective of a boutique hotel, with rooms completed with creature comforts such as luxury linen & bedding, air conditioning, Sensatia Botanical amenities, open air bathrooms, private balconies and mini bar.

The data consists of the specific types of code-mixing used by employees at Shacks Hotel. The specific types of code-mixing were found in the research such as words, phrases, clauses, idioms, hybrids and reduplications code-mixing.



Pict 1

The Shacks Hotel Location for Research



Picts 2

Process of Taking Data with Guests



Picts 3

Conversation with Guests

### 3.3. Technique and Method of identifying Data

There are a number of technique and method of identifying 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.

#### **3.4. Technique and Method of Analyzing Data**

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 Suwito to find out the specific types of code mixing, for instance words, phrases, clauses, idioms, hybrids and reduplications. Third, those types were analyzed to find out the effect of code-mixing in making the clarity and effectiveness of communication with guests.

#### **3.5. Technique of Presenting The Result of The Research**

According to Rijali (2018), data presentation is an activity of compiling a collection of information, so that conclusions can be drawn. After the author selects data according to needs, the next step is to present the data. In this study, the author presents data in the form of narrative text descriptions.

In conclusion, professionals from a variety of fields endorse the idea that data presentation involves methodical techniques of arranging and showing data to improve interpretation. Clear communication of research findings is facilitated by effective data presentation, which helps readers understand the significance of the data and supports the researcher's conclusions.

## CHAPTER IV

### DISCUSSION AND FINDINGS

#### 4.1 Discussion

This chapter describes the analysis of the data and the analysis is presented descriptively. There are six kinds of data in which each data is described based on the theory used for this thesis. The data are presented as below.

##### 4.1.1. The Conversation and The Analysis of Using Words Code Mixing

###### The conversation 1

###### Employee 1 (E1):

*"Sudah kamu cek tamu yang akan check-in hari ini?"*

###### Employee 2 (E2):

*"Sudah, tadi aku cek di **reservation system**. Ada beberapa tamu yang pesan **deluxe room**, tapi mereka belum kasih tahu aku soal **special request**."*

###### E1:

*"Oh iya, aku juga lihat tadi. Jangan lupa kasih tahu ke **housekeeping** untuk siapkan extra bed kalau dibutuhkan."*

###### E2:

*"Iya, aku tadi sudah koordinasi. Mereka juga sudah ganti semua linen di **Batu Sepatu room**."*

###### E1:

*"Bagus. Oh, ada update soal event malam ini? Katanya tamu Batu Sepatu dari **The Shacks** mau pakai **banquet hall** untuk private dinner."*

###### E2:

*"Iya, benar. Aku sudah confirm sama tim **banquet**. Mereka lagi set up **table arrangement** sekarang."*

###### E1:

*"Jangan lupa remind **chef** soal menu untuk tamu yang vegetarian."*

###### E2:

*"Sudah kok. Dia akan tambahkan beberapa opsi di **main course** untuk tamu Batu Sepatu."*

###### E1:

*"Perfect. Nah, soal tamu yang tanya tentang **spa package**, ada follow up nggak?"*

###### E2:

*"Sudah aku kasih info. Kalau mereka booking sekarang, dapat free upgrade untuk facial treatment."*

- E1:** *"Bagus. Terus, gimana soal laporan **customer feedback** yang diminta sama **general manager**?"*
- E2:** *"Aku sudah compile datanya. Ada beberapa komplain soal **air conditioning** di **Batu Abah rooms**, tapi overall cukup positif."*
- E1:** *"Oh iya, aku dengar tamu di kamar Yellow Bridge kemarin juga komplain soal AC-nya."*
- E2:** *"Benar. Aku sudah lapor ke **maintenance** dan mereka bilang akan selesai sebelum tamu berikutnya datang."*
- E1:** *"Bagus kalau begitu. Jangan lupa juga cek ulang **breakfast menu**. Aku dengar ada tamu yang bilang kurang variasi."*
- E2:** *"Aku sudah bahas ini sama **kitchen staff**. Mereka mau tambahkan beberapa item baru untuk besok pagi."*
- E1:** *"Oke. Terakhir, ada tamu yang tanya soal **shuttle service** dari Pelabuhan ke hotel. Kamu sudah confirm jadwalnya?"*
- E2:** *"Sudah aku update di **guest itinerary** mereka. Semua sudah diatur."*
- E1:** *"Nice! Kalau ada apa-apa, call aku aja di **front desk**, ya."*
- E2:** *"Siap, aku langsung ke **lobby** sekarang untuk cek tamu yang baru datang."*

### The Analysis of Conversation 1

Examples of Word Code Mixing (Single Words):

- Reservation system, deluxe room, special request, housekeeping, Batu Sepatu rooms, banquet hall, table arrangement, chef, main course, spa package, facial treatment, customer feedback, general manager, air conditioning, Batu Abah rooms, maintenance, breakfast menu, kitchen staff, shuttle service, guest itinerary, front desk, lobby.
- The precise meaning and professional usage of these English phrases

are reflected in their unaltered usage in Indonesian language.

## The conversation 2

### Employee 1 (E1):

"Sudah kamu lihat **reservation list** hari ini?"

### Employee 2 (E2):

"Sudah, aku tadi cek di **system**. Ada tamu yang booking **deluxe room** tapi mereka belum isi kolom **special request**."

### E1:

"Oh iya, jangan lupa nanti follow up ke **front desk**. Pastikan tamu itu nyaman pas check-in, ya."

### E2:

"Siap. Aku tadi juga sudah koordinasi sama tim **housekeeping** buat cek semua linen di VIP rooms."

### E1:

"Bagus! Kalau untuk tamu di kamar Batu Abah gimana? Mereka sempat komplain soal **air conditioning** minggu lalu, kan?"

### E2:

"Betul. Aku sudah kasih tahu **maintenance team**, dan mereka sudah perbaiki kemarin."

### E1:

"Great! Oh iya, ada info soal **banquet hall**? Aku dengar tamu dari **The Shacks** mau pakai untuk dinner party malam ini."

### E2:

"Iya, aku sudah confirm sama tim **banquet**. Mereka lagi set up **table arrangement** sekarang, dan aku tadi bantu cek dekorasi."

### E1:

"Jangan lupa remind **chef** soal menu vegetarian untuk mereka, ya."

### E2:

"Sudah kok, tadi aku ketemu dia di **kitchen**. Mereka akan tambahkan dua opsi vegetarian dishes di **main course**."

### E1:

"Perfect. Oh, tamu di kamar 105 sempat tanya soal **spa package** tadi pagi. Kamu sudah follow up?"

### E2:

"Sudah, aku inform kalau ada promo free upgrade untuk **facial treatment** kalau mereka pesan sekarang."

### E1:

"Bagus! Terus gimana dengan laporan **customer feedback** bulan ini? Sudah siap untuk meeting sama **general manager** besok?"

### E2:

"Sudah hampir selesai. Aku sedang compile data tentang **occupancy rate** dan beberapa komplain minor dari **online booking platforms**."

### E1:

"Nice. Kalau ada data tambahan, kasih tahu aku segera. Ngomong-

*ngomong, **breakfast menu** sudah di-update, kan?"*

**E2:**

*"Iya, tadi aku bahas dengan tim **kitchen staff**. Mereka tambahkan beberapa item seperti waffles dan smoothies."*

**E1:**

*"Great idea! Jangan lupa kasih tahu tamu soal **shuttle service** juga. Banyak tamu yang nggak tahu kalau kita punya fasilitas itu."*

**E2:**

*"Sudah aku tambahkan info itu di **welcome letter** yang dikasih saat check-in."*

**E1:**

*"Good job. Kalau semua sudah siap, aku rasa kita bisa fokus ke tamu Batu Sepatu malam ini."*

**E2:**

*"Iya, aku juga mau double-check **lobby area** sebentar lagi."*

**E1:**

*"Siap. Kalau ada apa-apa, aku ada di **front desk**, ya."*

**E2:**

*"Oke. Call aku kalau butuh bantuan."*

## **The Analysis of Conversation 2**

Examples of Word Code Mixing (Single Words):

- Reservation list, system, deluxe room, special request, front desk, housekeeping, Batu Sepatu rooms, air conditioning, maintenance team, banquet hall, table arrangement, chef, kitchen, main course, spa package, facial treatment, customer feedback, general manager, occupancy rate, online booking platforms, breakfast menu, kitchen staff, shuttle service, welcome letter, lobby area.
- 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.
- Single Word Insertions: To promote speed and clarity, staff members add

a single English word to phrases that would otherwise be in Indonesian.

- Borrowed Terminology: Since English is the primary language of communication in their workplace, the terms reflect the professional nature of the setting.

### The Conversation 3

#### Employee 1 (E1):

"Kamu sudah cek **reservation list** untuk hari ini?"

#### Employee 2 (E2):

"Sudah, tadi aku lihat di **system**. Ada tamu yang pesan **deluxe room**, tapi mereka belum kasih tahu detail **special request**-nya."

#### E1:

"Oh, berarti nanti follow up saja di **front desk** pas mereka check-in. Jangan lupa mention kalau kita ada promo untuk **spa package**."

#### E2:

"Siap! By the way, tadi aku juga sudah koordinasi sama **housekeeping** untuk siapkan linen di semua **rooms**."

#### E1:

"Bagus. Tapi aku baru dengar ada komplain soal **air conditioning** di kamar Batu Abah. Itu sudah dicek sama **maintenance team** belum?"

#### E2:

"Belum, tapi aku sudah kasih tahu ke mereka tadi pagi. Katanya sih bakal selesai sebelum tamu baru datang."

#### E1:

"Good. Ngomong-ngomong, ada update soal event malam ini di **banquet hall**? Aku dengar ada tamu dari **The Shacks** yang pesan tempat untuk dinner party."

#### E2:

"Iya, aku sudah confirm. Sekarang tim **banquet** lagi set up **table arrangement**, dan dekorasi hampir selesai."

#### E1:

"Oke, jangan lupa remind **chef** soal menu vegetarian untuk tamu Batu Sepatu itu."

#### E2:

"Sudah kok, tadi aku ketemu dia di **kitchen**. Mereka bakal tambahkan dua pilihan vegetarian untuk **main course**."

#### E1:

"Perfect. Oh iya, ada tamu di kamar Crystal Bay tadi tanya soal **shuttle service** dari hotel ke Pelabuhan. Kamu sudah confirm jadwalnya?"

#### E2:

"Sudah aku update di **guest itinerary** mereka. Semua sudah diatur."

- E1:** *"Bagus! Jangan lupa juga soal **welcome letter** untuk tamu yang check-in nanti malam. Pastikan semua informasi tentang **breakfast menu** dan fasilitas hotel lengkap, ya."*
- E2:** *"Iya, tadi aku sudah double-check sama tim **front desk**. Mereka sudah siapkan semuanya."*
- E1:** *"Oh, satu lagi. Besok kita ada meeting sama **general manager** untuk bahas laporan **customer feedback** bulan ini. Kamu sudah siapkan datanya?"*
- E2:** *"Sudah hampir selesai. Aku sedang compile info tentang **occupancy rate**, review dari **online booking platforms**, dan beberapa complain minor."*
- E1:** *"Great. Kalau bisa, tambahkan juga data dari **room service** untuk tamu Batu Sepatu kemarin."*
- E2:** *"Oke noted. Aku rasa semua bakal siap untuk presentasi besok."*
- E1:** *"Kalau begitu, fokus saja untuk tamu malam ini. Aku akan ada di **lobby** kalau ada tamu yang butuh bantuan."*
- E2:** *"Siap, kalau ada apa-apa aku langsung call kamu."*

### The Analysis of Conversation 3

Examples of Word Code Mixing in the Conversation:

- Reservation list, system, deluxe room, special request, front desk, spa package, housekeeping, Batu Sepatu rooms, air conditioning, maintenance team, banquet hall, table arrangement, chef, kitchen, main course, shuttle service, guest itinerary, welcome letter, breakfast menu, general manager, customer feedback, occupancy rate, online booking platforms, room service, lobby.
- English-language nouns unique to the hospitality sector are used in the conversation.

- The sentence structure of the base language (Indonesian) is preserved as these English words are smoothly incorporated into Indonesian grammar.

#### 4.1.2. The Conversation and The Analysis of Using Phrases Code Mixing

##### The conversation 1

**Employee 1 (E1):**

*"Kamu sudah koordinasi untuk **check-in process** tamu grup dari Bali?"*

**Employee 2 (E2):**

*"Sudah, tadi aku briefing tim **front desk staff** supaya semuanya smooth pas tamu datang."*

**E1:**

*"Bagus. Tapi jangan lupa follow up soal **room preferences** mereka. Ada yang request **sea view**, kan?"*

**E2:**

*"Iya, tadi aku double-check di **booking details**, dan aku pastikan kamar mereka sesuai request."*

**E1:**

*"Perfect. Ada kabar dari tim **housekeeping department** soal linen untuk **VIP suites**?"*

**E2:**

*"Mereka tadi bilang semua sudah ready. Linen baru sudah diganti sesuai standar untuk high-profile guests."*

**E1:**

*"Oh iya, aku juga dengar ada keluhan dari tamu soal **in-room amenities** di kamar Broken Beach. Itu sudah ditangani?"*

**E2:**

*"Betul, tadi aku langsung call tim **maintenance team**, dan mereka sudah memperbaiki masalahnya."*

**E1:**

*"Great. Jangan lupa siapkan juga laporan untuk meeting dengan **general manager** besok. Pastikan semua data tentang **guest satisfaction** sudah lengkap."*

**E2:**

*"Iya, aku sedang compile data dari **online reviews** dan feedback yang diisi di **guest comment cards**."*

**E1:**

*"Good. Ngomong-ngomong soal event malam ini, dekorasi di **banquet hall** sudah selesai?"*

**E2:**

*"Tim **event planning team** baru saja update kalau semua dekorasi sudah sesuai dengan tema **formal dinner**."*

**E1:**

*"Oke, terus koordinasi dengan **kitchen staff** ya, pastikan mereka tahu*

soal special request untuk menu vegetarian di **main course**."

**E2:**

"Sudah kok. Tadi aku briefing mereka di **kitchen meeting** supaya nggak ada yang missed."

**E1:**

"Bagus. Nah, soal **airport shuttle service**, aku dengar ada tamu yang komplain soal jadwalnya. Itu sudah di-update?"

**E2:**

"Sudah, aku tadi tambahkan di **guest itinerary** mereka supaya mereka tahu kapan shuttle akan datang."

**E1:**

"Oke. Jangan lupa juga siapkan **welcome drinks** untuk tamu VIP. Pastikan mereka merasa special pas datang."

**E2:**

"Tenang aja, aku sudah koordinasi sama tim **food and beverage**, jadi semuanya sudah ready di **lobby area**."

**E1:**

"Perfect. Terakhir, tamu di kamar Gamat Bay minta informasi tentang **local attractions**. Kamu sudah kasih mereka brosur?"

**E2:**

"Sudah, tadi aku kasih info lengkap tentang **Sandy Bay activities**. Mereka excited mau coba snorkeling."

**E1:**

"Great job! Kalau ada apa-apa, langsung hubungi aku ya. Aku di **front office**."

**E2:**

"Siap, noted! Aku juga mau cek tamu di **check-out counter** sebentar lagi."

## The Analysis of Conversation 1

Examples of Phrase Code Mixing in the Conversation:

- Check-in process, front desk staff, room preferences, sea view, booking details, housekeeping department, VIP suites, high-profile guests, in-room amenities, maintenance team, general manager, guest satisfaction, online reviews, guest comment cards, banquet hall, event planning team, formal dinner, kitchen staff, main course, kitchen

meeting, airport shuttle service, guest itinerary, welcome drinks, food and beverage, lobby area, local attractions, Sandy Bay activities, check-out counter, front office.

- **Multi-Word Insertions:** These are lengthier than single words and frequently comprise many English words that express a particular idea.
- **Industry-Specific Phrases:** Since the majority of phrases are related to the hotel sector, it is easier to utilize them in English without translating them into Indonesian.
- **Easy Integration:** The expressions blend in perfectly with Indonesian grammar.

## The Conversation 2

### Employee 1 (E1):

*"Kamu sudah cek **check-in process** untuk grup tamu dari Jakarta? Katanya mereka request early check-in."*

### Employee 2 (E2):

*"Iya, tadi aku briefing tim **front desk staff** untuk siap-siap kalau mereka datang lebih awal. Aku juga sudah update **guest registration form** mereka di sistem."*

### E1:

*"Bagus. Jangan lupa informasikan ke mereka soal **complimentary breakfast** yang kita siapkan di **dining area**."*

### E2:

*"Sudah kok, aku tambahkan info itu di **welcome letter** mereka. Tadi juga aku sempat follow up soal **room preferences**, mereka minta connecting rooms."*

### E1:

*"Perfect. Oh, ada kabar dari tim **housekeeping department** soal linen di **VIP suites**? Aku dengar mereka butuh tambahan untuk tamu spesial malam ini."*

### E2:

*"Betul, aku sudah koordinasi. Linen baru sudah disiapkan sesuai dengan standar **luxury accommodations** kita."*

- E1:** "Nice. Ngomong-ngomong, tamu di kamar Angel Billabong sempat komplain tentang **in- room dining service** mereka. Itu sudah di-handle?"
- E2:** "Iya, tadi aku langsung call tim **food and beverage team**. Mereka kirim ulang order sesuai dengan special request tamu."
- E1:** "Good. Jangan lupa siapkan laporan untuk meeting dengan **general manager** besok. Aku perlu data tentang **guest satisfaction rate** dan beberapa review dari tamu minggu lalu."
- E2:** "Sudah hampir selesai. Aku sedang compile data dari **online booking platforms** seperti Agoda dan Booking.com. Tadi juga aku tambahkan feedback dari **guest comment cards**."
- E1:** "Bagus. Oh iya, dekorasi di **banquet hall** untuk acara malam ini sudah selesai?"
- E2:** "Tim **event planning team** tadi bilang mereka sudah selesai set up dekorasi dengan tema elegant dinner party."
- E1:** "Great! Jangan lupa update menu untuk tamu vegetarian. Pastikan **kitchen staff** tahu soal perubahan di **main course options**."
- E2:** "Sudah kok. Tadi aku briefing mereka di **kitchen meeting**, dan semua sudah confirm."
- E1:** "Perfect. Nah, soal tamu yang minta **airport shuttle service**, kamu sudah kasih tahu jadwalnya?"
- E2:** "Sudah. Aku tambahkan detailnya di **guest itinerary**, jadi mereka nggak bingung kapan harus siap."
- E1:** "Oke. Kalau ada tamu VIP yang datang, siapkan **welcome drinks** di **lobby lounge**. Pastikan mereka merasa spesial dari awal."
- E2:** "Siap! Aku tadi juga koordinasi dengan tim **concierge service** untuk bantu mereka kalau ada pertanyaan soal **local attractions**."
- E1:** "Bagus. Kalau begitu, fokus kita malam ini adalah memastikan semua tamu di acara dinner happy. Jangan lupa remind tim **security team** untuk stand by di **event entrance**."
- E2:** "Noted. Aku rasa semua sudah on track. Kalau ada apa-apa, aku langsung hubungi kamu di **front office**, ya."

**E1:**

*"Siap. Let me know kalau ada update baru."*

## **The Analysis of Conversation 2**

Examples of Phrase Code Mixing in the Conversation:

- Check-in process, front desk staff, guest registration form, complimentary breakfast, dining area, welcome letter, room preferences, housekeeping department, VIP suites, luxury accommodations, in-room dining service, food and beverage team, general manager, guest satisfaction rate, online booking platforms, guest comment cards, banquet hall, event planning team, elegant dinner party, kitchen staff, main course options, kitchen meeting, airport shuttle service, guest itinerary, welcome drinks, lobby lounge, concierge service, local attractions, security team, event entrance, front office.
- English phrases that contain several words that are frequently used in the hospitality sector are known as multi-word phrases. For instance, the guest satisfaction rate and the check-in procedure.
- Industry-Specific Jargon: These English expressions are words that are commonly used in the hospitality industry and are recognized throughout the world.
- Smooth Integration: The English phrases are inserted into Indonesian sentences without changing the base language's grammatical

structure.

### The Conversation 3

**Employee 1 (E1):**

*"Selamat pagi, kamu sudah double-check **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."*

**E1:**

*"Oke. Oh iya, tamu di kamar Mangrove Point sempat komplain soal **in-room amenities**, terutama soal kualitas handuk. Itu sudah dicek sama tim **housekeeping department**?"*

**E2:**

*"Iya, sudah dicek tadi pagi. Aku juga langsung kasih tahu **maintenance team** untuk pastikan masalah air panas juga selesai."*

**E1:**

*"Bagus. Kalau tamu di kamar Blue Corner, mereka minta info tambahan tentang **local attractions**. Kamu sudah kasih rekomendasi?"*

- E2:** "Sudah, aku kasih info lengkap tentang **Sandy Bay activities dan day trip packages**. Mereka tertarik coba **snorkeling**."
- E1:** "Perfect. Nah, soal **airport shuttle service**, sudah confirm jadwal untuk tamu yang check-out sore ini?"
- E2:** "Iya, aku tambahkan detailnya di **guest itinerary**, jadi mereka nggak akan miss jadwal shuttle."
- E1:** "Good. Kalau tamu check-out, pastikan mereka isi **guest comment card**, ya. Kita perlu data untuk meeting besok sama **general manager**."
- E2:** "Siap! Aku juga sedang compile data dari **online reviews** di Agoda dan TripAdvisor untuk laporan **guest satisfaction rate**."
- E1:** "Great work. Jangan lupa tambahkan juga feedback dari **guest survey forms** yang diisi minggu lalu."
- E2:** "Pasti. Oh, satu lagi. Besok ada tamu yang pesan **spa package** untuk honeymoon. Aku sudah confirm booking-nya di **spa and wellness center**."
- E1:** "Nice! Pastikan mereka dapat diskon dari promo **luxury treatment bundle** kita."
- E2:** "Siap. Kalau ada apa-apa, aku langsung update kamu di **front office**, ya."
- E1:** "Oke. Kalau ada emergency, hubungi aku via **internal call system** saja."

### The Analysis of Conversation 3

Examples of Phrase Code Mixing in the Conversation:

- Check-in process, front desk staff, early check-in, welcome drinks, lobby lounge, guest itinerary, room preferences, private dining service, food and beverage team, fine dining experience, banquet hall, romantic dinner party, event planning team, photo booth, kitchen staff,

menu options, main course, dessert selection, in-room amenities, housekeeping department, maintenance team, local attractions, Sandy Bay activities, day trip packages, airport shuttle service, guest comment card, general manager, online reviews, guest satisfaction rate, guest survey forms, spa package, spa and wellness center, luxury treatment bundle, front office, internal call system.

- English Phrases: Rather than using single words, longer phrases like "check-in process" and "guest satisfaction rate" are employed.
- Professional Terminology: Since English is frequently the common language in the hospitality sector, several expressions are unique to this field.
- Easy Integration: Without changing the grammatical structure, the English phrases flow naturally into Indonesian sentences.

#### 4.1.3. The Conversation and The Analysis of Using Clauses Code Mixing

##### The conversation 1

##### Employee 1 (E1):

*"Kamu sudah cek kamar di lantai tiga? I think the housekeeping team needs to replace the linens in Room Crystal Bay."*

##### Employee 2 (E2):

*"Sudah, tadi aku koordinasi sama tim. Tapi aku bilang ke mereka, 'Make sure all the linens are fresh and properly folded.' Mereka langsung kerja."*

##### E1:

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

##### E2:

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

- E1:** "Perfect. *Ngomong-ngomong, acara di banquet malam ini temanya apa?"*
- E2:** "*Temanya 'Elegant Dinner Under the Stars,' 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, 'The pasta was too salty, and the steak was overcooked.'*"
- E2:** "*Serius? Aku sudah follow up ke dapur dan bilang, 'Make sure the meals are cooked according to the guest's preference.' Mereka janji lebih hati-hati.*"
- E1:** "*Bagus kalau begitu. Jangan lupa juga cek airport shuttle untuk tamu yang check-out besok pagi. Did you confirm the pick-up time with the driver?"*
- E2:** "*Sudah kok. Aku tadi kirim pesan ke driver, 'Please be at the hotel by 6:00 AM sharp.' Jadi nggak ada delay.*"
- E1:** "*Nice. Kalau ada tamu yang tanya soal aktivitas di Sandy Bay, apa kamu sudah update informasinya?"*
- E2:** "*Iya, tadi aku kasih tahu mereka, 'You can try snorkeling, paddle boarding, or hiking at the nearby trail.' Mereka kelihatannya tertarik banget.*"
- E1:** "*Great! Jangan lupa remind tamu VIP soal acara private dinner mereka malam ini. Did you confirm their seating arrangement with the event team?"*
- E2:** "*Sudah, tadi aku cek ulang dan bilang ke tim, 'Ensure their table is set with candles and white roses.' Semua sudah beres.*"
- E1:** "*Bagus. Nah, soal laporan meeting besok, apa kamu sudah siapkan data untuk General Manager? He'll want to see the guest satisfaction rate for the last quarter.*"
- E2:** "*Iya, aku compile datanya tadi malam, dan aku tambahkan juga, 'Most guests gave positive reviews about the friendly staff and clean rooms.'*"
- E1:**

"*Bagus. Jangan lupa tambahkan feedback soal restoran kita. There were some comments like, 'The service was a bit slow during peak hours.'*"

**E2:**

"*Siap, aku tambahkan di laporan. Oh iya, tadi ada tamu yang tanya soal spa. They asked, 'What packages do you offer for couples?'*"

**E1:**

"*Kamu jawab apa?'*"

**E2:**

"*Aku bilang, 'We recommend the Honeymoon Bliss Package, which includes a couple's massage and a private jacuzzi session.'* Mereka langsung tertarik!"

**E1:**

"*Nice! Kalau ada tamu yang tanya lagi soal promo, langsung arahkan ke brochure. Just say, 'You can find all the details in the hotel's spa catalog.'*"

**E2:**

"*Oke, noted. Kalau ada hal urgent, aku langsung update kamu di front office.*"

**E1:**

"*Good plan. Let's keep everything smooth for tonight's events.*"

## The Analysis of Conversation 1

Examples of Clause Code Mixing in the Conversation:

- **English Clauses Embedded in Indonesian Sentences:**

- "*I think the housekeeping team needs to replace the linens in Room 308.*"
- "*Make sure all the linens are fresh and properly folded.*"
- "*Prepare a premium fruit basket with mangoes, kiwis, and strawberries.*"
- "*The pasta was too salty, and the steak was overcooked.*"

- **Indonesian Clauses Embedded in English Sentences:**

- "*Sudah kok. Aku tadi kirim pesan ke driver, 'Please be at the hotel by 6:00 AM sharp.'*"

- Complete Clauses: English clauses are frequently added to Indonesian speech as directives or in response to work-related concerns.
- Smooth Transitions: The discussion switches from Indonesian and English with ease, maintaining coherence and comprehension.
- Context-Driven: English is utilized for professionalism and clarity, particularly in situations involving technology or hospitality.

## The Conversation 2

### Employee 1 (E1):

*"Selamat pagi, Rina! Kamu sudah koordinasi sama housekeeping untuk tamu di kamar Blue Corner?"*

### Employee 2 (E2):

*"Selamat pagi! Sudah kok. Aku bilang ke mereka, 'Make sure the room is ready by 1 PM because the guest requested an early check-in.'"*

### E1:

*"Bagus. Kalau untuk tamu VIP malam ini, apakah semua request-nya sudah ditangani?"*

### E2:

*"Iya, aku sudah follow up. Mereka minta sambutan khusus, jadi aku bilang ke pantry, 'Prepare a welcome basket with tropical fruits and a handwritten note.'"*

### E1:

*"Perfect! Ngomong-ngomong, dekorasi banquet untuk acara malam ini sudah dicek?"*

### E2:

*"Sudah. Aku konfirmasi sama tim event planning, dan aku bilang ke mereka, 'Make sure the lighting is warm and romantic because the theme is Elegant Dinner Under the Stars.' Semua sudah siap."*

### E1:

*"Nice. Tapi aku baru saja dapat laporan kalau tamu di kamar Mangrove Point komplain tentang breakfast tadi pagi."*

### E2:

*"Serius? Komplainnya apa?"*

### E1:

*"Mereka bilang, 'The coffee was too cold, and the bread was stale.' Apa kamu sudah follow up ke kitchen team?"*

### E2:

*"Sudah. Aku langsung bilang ke mereka, 'Please ensure the coffee"*

**is freshly brewed and the bread is warm before serving.'**  
*Mereka janji akan lebih hati-hati besok."*

**E1:**

*"Bagus. Nah, untuk tamu yang check-out hari ini, kamu sudah pastikan jadwal airport shuttle-nya?"*

**E2:**

*"Sudah. Aku tadi kirim pesan ke driver, dan aku bilang, 'Be here by 9 AM, and confirm with me once you arrive.'"*

**E1:**

*"Okay. Kalau tamu yang **check-in** sore ini, apakah semua kamar sudah siap?"*

**E2:**

*"Iya, aku sudah double-check. Tapi aku tambahkan catatan ke housekeeping tadi pagi, 'Don't forget to refill the minibar in all rooms.'"*

**E1:**

*"Great! Untuk aktivitas di Sandy Bay, apa kamu sudah siapkan list yang bisa kita rekomendasikan ke tamu?"*

**E2:**

*"Sudah. Aku bahkan kasih tahu mereka tadi pagi, 'You can try snorkeling or paddleboarding. Both activities are very popular here.' Mereka sepertinya tertarik."*

**E1:**

*"Good. Jangan lupa, besok kita ada tamu yang pesan spa package untuk anniversary mereka."*

**E2:**

*"Ah, iya. Aku tadi confirm ke spa team, dan aku bilang, 'Prepare the Couple's Bliss Package and set up the private jacuzzi with rose petals.'"*

**E1:**

*"Perfect! Oh ya, laporan feedback dari tamu sudah selesai kamu compile?"*

**E2:**

*"Sudah. Aku tambahkan juga komentar dari tamu yang bilang, 'The staff is very friendly, and the rooms are always clean.'"*

**E1:**

*"Bagus. Tapi jangan lupa, ada juga tamu yang bilang, 'The service at the restaurant could be faster during dinner time.' Itu harus kita follow up."*

**E2:**

*"Siap. Aku juga tambahkan data dari TripAdvisor dan Agoda review untuk laporan **meeting** besok."*

**E1:**

*"Excellent! Kalau ada apa-apa yang urgent, langsung kabarin aku, ya."*

**E2:**

*"Pasti. Aku langsung hubungi kamu lewat internal phone kalau ada masalah."*

## **The Analysis of Conversation 2**

Examples of Clause Code Mixing in the Conversation:

- **English Clauses Embedded in Indonesian Sentences:**
  - *"Make sure the room is ready by 1 PM because the guest requested an early check-in."*
  - *"Prepare a welcome basket with tropical fruits and a handwritten note."*
  - *"Please ensure the coffee is freshly brewed and the bread is warm before serving."*
- **Indonesian Clauses Embedded in English Sentences:**
  - None in this example, as English clauses dominate as inserts in Indonesian sentences.
    - **Complex Clauses or complete Sentences:** In contrast to word or phrase mixing, clause mixing entails enclosing complete grammatical clauses.
    - **Clarity and Precision:** In formal instructions or when communicating precise information, particularly in technical or professional contexts, English sentences are frequently employed.
    - **Terms Particular to the Workplace:** The vocabulary used in the hospitality business is evident in the discourse.

### The Conversation 3

**Employee 1 (E1):**

*"Pagi, Hiron. Kamu sudah cek kamar untuk tamu **check-in** siang ini?"*

**Employee 2 (E2):**

*"Pagi juga. Sudah kok. Aku bilang ke housekeeping tadi pagi, **'Make sure Room Gamat Bay is spotless because the guest is celebrating their honeymoon.'**"*

**E1:**

*"Oh, bagus. Kalau kamar VIP gimana? Tamu itu minta extra amenities kan?"*

**E2:**

*"Iya, aku sudah follow up. Aku bilang ke pantry, **'Prepare a special fruit basket with a bottle of sparkling water.'**"*

**E1:**

*"Good! Ngomong-ngomong, shuttle service untuk tamu yang check-out pagi ini sudah diatur?"*

**E2:**

*"Sudah, aku langsung kontak driver tadi pagi dan bilang, **'Pick up the guests from the lobby at 8:00 AM sharp.'** Mereka sudah konfirmasi."*

**E1:**

*"Great. Untuk banquet event malam ini, apakah semua sudah sesuai dengan request tamu?"*

**E2:**

*"Sudah aku cek juga. Aku ingatkan tim dekorasi tadi pagi, **'Add more fairy lights and white roses to the main table setup.'** Katanya sudah selesai."*

**E1:**

*"Perfect! Tapi tadi ada laporan dari tamu kamar Gamat Bay soal makanan di restoran. Katanya ada masalah."*

**E2:**

*"Serius? Masalah apa?"*

**E1:**

*"Mereka bilang, **'The steak was too dry, and the pasta was undercooked.'** Apa kamu bisa follow up ke tim dapur?"*

**E2:**

*"Tentu. Aku langsung ke sana tadi dan bilang ke chef, **'Make sure the meat is cooked medium rare, as per the guest's request.'** Mereka janji akan lebih hati-hati."*

**E1:**

*"Bagus kalau begitu. Kalau untuk acara tamu VIP nanti malam, seating arrangement-nya sudah dicek?"*

**E2:**

*"Iya, aku confirm ke event team tadi pagi. Aku bilang ke mereka, **'Ensure the VIP table is placed near the stage with proper candlelight decoration.'**"*

- E1:** "Nice. Ngomong-ngomong, kamu sudah cek aktivitas yang bisa ditawarkan ke tamu untuk besok?"
- E2:** "Sudah aku siapkan daftar aktivitas. Aku bilang ke tamu tadi pagi, **'You can join the snorkeling trip at 9 AM or the hiking tour at Sandy Hill in the afternoon.'** Mereka terlihat antusias."
- E1:** "Itu ide bagus. Kalau ada tamu yang minta rekomendasi restoran di sekitar sini, kamu sudah tahu harus bilang apa?"
- E2:** "Tentu. Aku biasanya bilang, **'Try the seafood grill at Ocean View Restaurant. It's just a 10-minute walk from here.'** Banyak tamu yang puas dengan saran itu."
- E1:** "Oke, bagus. Jangan lupa juga soal laporan review tamu untuk meeting manajer besok."
- E2:** "Iya, aku sudah compile. Aku tambahkan juga komentar positif seperti, **'The staff is very accommodating and the rooms are well-maintained.'**"
- E1:** "Bagus. Tapi jangan lupa masukkan juga kritik yang tadi pagi, seperti **'The waiting time for dinner service is a bit long.'** Itu harus kita evaluasi."
- E2:** "Siap. Aku tambahkan di laporan. Kalau ada tambahan data, aku update sore ini."
- E1:** "Okay. Kalau ada hal urgent, langsung kontak aku di front office."
- E2:** "Pasti. Aku kabarin secepatnya kalau ada masalah."

### The Analysis of Conversation 3

Examples of Clause Code Mixing in the Conversation:

- **Entire English clauses are embedded within Indonesian sentences.**

**These clauses are clear and function independently:**

- *"Make sure Room 205 is spotless because the guest is celebrating their honeymoon."*
- *"Add more fairy lights and white roses to the main table setup."*
- *"The steak was too dry, and the pasta was undercooked."*
- Complete Concepts: Every mixed clause expresses a complete concept, including guidelines, requests from visitors, or comments.
- Functional Use: When accuracy is required in formal or workplace-specific situations, such as event planning, guest relations, or problem solving, English is utilized.
- Smooth Integration: The employees' bilingual fluency is demonstrated by the English clauses that flow naturally into Indonesian speech.

#### 4.1.4. The Conversation and The Analysis of Using Idioms Code Mixing

##### 4.4.1. The conversation 1

**Employee 1 (E1):**

*"Selamat pagi, Dina! Gimana persiapan untuk tamu VIP hari ini? Aku dengar banyak permintaan khusus."*

**Employee 2 (E2):**

*"Selamat pagi, Rina! Iya, semua sudah aku atur. Tapi untuk tamu ini, kita harus **pull out all the stops** supaya mereka puas."*

**E1:**

*"Setuju banget. Kalau soal kamar, apa semua sudah dicek?"*

**E2:**

*"Sudah, aku pastikan ke housekeeping tadi pagi. Aku bilang, 'Ini*

*tamu penting, jadi jangan sampai ada **skeletons in the closet** seperti debu atau linen yang nggak bersih.’ Mereka sudah double-check semuanya.”*

**E1:**

*"Bagus. Tapi jangan lupa, tamu ini punya jadwal padat. Apa tim transportasi sudah **ready**?"*

**E2:**

*"Sudah aku koordinasikan. Aku kasih tahu driver, ‘Jangan terlambat ya. Tamu ini benar- benar **on the clock**.’ Mereka sudah standby dari jam 7 pagi.”*

**E1:**

*"Bagus sekali. Untuk acara makan malam VIP, dekorasinya seperti apa?"*

**E2:**

*"Tim dekorasi sudah siap. Aku bilang ke mereka, ‘Pastikan lighting dan flower arrangement-nya **elegant**. Kita nggak mau acara ini **go south** gara-gara hal kecil.”*

**E1:**

*"Setuju banget. Soal makanan, ada masukan dari chef?"*

**E2:**

*"Chef bilang, menu harus perfect. Aku ingatkan ke mereka, ‘Semua makanan harus fresh karena tamu ini nggak suka **cutting corners**.’”*

**E1:**

*"Benar. Nah, tadi ada laporan tentang tamu yang check-out pagi ini. Mereka komplain soal air panas.”*

**E2:**

*"Oh no! Itu harus kita follow up segera. Aku nggak mau sampai tamu lain kena masalah yang sama dan kita jadi **talk of the town**.”*

**E1:**

*"Aku juga setuju. Kalau begitu, kita harus **nip it in the bud** sebelum ada tamu yang kecewa lagi.”*

**E2:**

*"Betul. Aku sudah kontak tim maintenance untuk segera cek boiler-nya.”*

**E1:**

*"Bagus. Kalau soal tamu baru yang check-in sore ini, apa semua kamar sudah ready?"*

**E2:**

*"Sudah. Aku pastikan nggak ada masalah di semua kamar. Tapi aku kasih pesan ke housekeeping, ‘Kalau ada hal yang kurang, langsung **call it a day** supaya nggak panik pas tamu datang.’”*

**E1:**

*"Smart move. Nah, untuk tamu yang pesan snorkeling trip, mereka butuh transportasi juga, kan?"*

- E2:** "Iya. Aku sudah kontak driver dan bilang, 'Pastikan semua alat snorkeling aman dan lengkap. Kita nggak mau ada masalah karena kita harus **save face** di depan tamu.'"
- E1:** "Good. Jangan lupa untuk spa treatment pasangan anniversary malam ini."
- E2:** "Ah iya, aku tadi confirm ke spa team. Aku bilang ke mereka, 'Set the mood dengan musik dan lilin aromaterapi, supaya tamu benar-benar merasa **on cloud nine**.'"
- E1:** "Perfect! Kalau soal review tamu, apa sudah kamu compile?"
- E2:** "Sudah, aku tambahkan feedback seperti, 'Staff-nya ramah, dan layanan cepat. Tapi ada tamu yang bilang, restoran perlu waktu lebih cepat.' Aku nggak mau kita jadi **a day late and a dollar short** dalam menangani kritik."
- E1:** "Itu penting. Pastikan semua sudah siap untuk meeting besok."
- E2:** "Siap! Aku akan pastikan semuanya smooth dan nggak ada yang **drop the ball**."

## The Analysis of Conversation 1

Examples of Idiom Code Mixing in the Conversation:

### English Idioms Embedded in Indonesian Sentences:

- "Pull out all the stops" – Giving maximum effort.
- "Skeletons in the closet" – Hidden problems or issues.
- "On the clock" – Under time pressure.
- "Go south" – To fail or go badly.
- "Cutting corners" – Taking shortcuts or neglecting quality.
- "Talk of the town" – Something everyone is talking about.
- "Nip it in the bud" – Solve a problem early.

- *"Call it a day"* – Stop working for the moment.
- *"Save face"* – Maintain reputation or dignity.
- *"On cloud nine"* – Extremely happy or satisfied.
- *"A day late and a dollar short"* – Too late and insufficient.
- *"Drop the ball"* – Fail to deliver or meet expectations.

### **Characteristics of Idiom Code Mixing:**

- **Cultural Influence:** Idioms are frequently employed for emphasis or stylistic expression, and they frequently reflect cultural nuances.
- **Professional Tone:** English idioms provide communications in the workplace an official, polished feel.
- **Bilingual Proficiency:** The staff members exhibit bilingual fluency by incorporating idioms into Indonesian sentences with ease.

### **The Conversation 2**

#### **Employee 1 (E1):**

*"Selamat pagi, Nana! Gimana progress untuk tamu VIP yang datang sore ini?"*

#### **Employee 2 (E2):**

*"Selamat pagi, Galih! Progress-nya sudah lumayan lancar, tapi kita harus tetap **on the ball** biar nggak ada yang kelewatan."*

#### **E1:**

*"Benar. Kamu kan tahu, tamu VIP itu selalu bawa banyak permintaan mendadak. Kalau nggak hati-hati, bisa jadi **a recipe for disaster**."*

#### **E2:**

*"Iya, makanya aku tadi kasih briefing ke tim housekeeping, 'Pastikan semuanya clean and tidy. Jangan sampai ada **elephant in the room**, sekecil apapun itu.'"*

#### **E1:**

*"Good. Soal event makan malam mereka, gimana koordinasi sama tim banquet?"*

- E2:** *"Sudah aku atur. Aku bilang ke mereka, 'Dekorasinya harus sempurna. Kita nggak bisa **cut any corners** karena tamu ini penting banget.'"*
- E1:** *"Setuju banget. Kalau soal makanan, aku dengar chef punya ide baru. Itu udah dikomunikasikan?"*
- E2:** *"Iya, chef sudah kasih menu lengkap tadi pagi. Aku cuma bilang, 'Pastikan semua bahan fresh. Kalau ada yang kurang, kita **back to square one.**' Mereka setuju untuk double-check semuanya."*
- E1:** *"Baguslah. Nah, tamu yang check-out tadi pagi sempat kasih kritik soal layanan laundry. Mereka bilang ada pakaian yang telat sampai ke kamar."*
- E2:** *"Oh no! Itu harus kita atasi segera. Kalau nggak, bisa jadi **the straw that breaks the camel's back***
- E1:** *"Iya, aku setuju. Kita harus **nip it in the bud** sebelum jadi masalah besar. Apa sudah follow up ke laundry?"*
- E2:** *"Sudah. Aku langsung kontak supervisor-nya dan bilang, 'Jangan sampai ada lagi delay. Kita harus **keep the ball rolling** biar tamu happy.'"*
- E1:** *"Bagus. Kalau untuk tamu yang mau snorkeling besok, transportasi sudah diatur?"*
- E2:** *"Sudah. Aku kasih tahu driver, 'Jangan lupa cek alat snorkeling. Kalau ada yang rusak, tamu pasti langsung **raise a red flag.**'"*
- E1:** *"Bagus sekali. Untuk acara malam ini, seating arrangement-nya bagaimana?"*
- E2:** *"Sudah aku confirm tadi pagi. Aku bilang ke tim event, 'Pastikan tamu VIP duduk di depan, so they feel **like a million bucks.**'"*
- E1:** *"Nice touch! Tapi jangan lupa tambahkan personal touch di kamar mereka, seperti bunga dan note kecil."*
- E2:** *"Sudah aku siapkan. Aku bilang ke housekeeping, 'Tambahkan bouquet kecil di meja tamu biar mereka **over the moon.**'"*

- E1:** "Perfect. Ngomong-ngomong, kamu tahu tamu yang datang minggu depan? Mereka katanya punya banyak request khusus."
- E2:** "Iya, aku sudah baca catatannya. Mereka kayaknya tamu demanding. Kita harus siap- siap biar nggak **caught off guard.**"
- E1:** "Setuju. Kalau soal persiapan meeting dengan manajer besok, kamu sudah compile semua laporan?"
- E2:** "Sudah. Aku tambahkan juga feedback dari tamu minggu lalu. Aku bilang ke tim, 'Kalau ada kritik, jangan dianggap personal. Kita perlu **take it with a grain of salt** supaya bisa terus improve.'"
- E1:** "Itu langkah bagus. Aku suka gaya kamu handle ini semua. Kamu benar-benar bisa **hit the ground running.**"
- E2:** "Terima kasih! Aku cuma berusaha supaya semua tim kerja lebih efisien dan nggak ada yang **drop the ball.**"

## The Analysis of Conversation 2

Examples of Idiom Code Mixing in the Conversation:

- **English Idioms Integrated into Indonesian Sentences:**
  - "On the ball" – Being attentive and ready.
  - "A recipe for disaster" – Something likely to go wrong.
  - "Elephant in the room" – An obvious problem being ignored.
  - "Cut any corners" – Taking shortcuts that affect quality.
  - "Back to square one" – Starting over from the beginning.
  - "The straw that breaks the camel's back" – A minor issue that causes a big problem.
  - "Nip it in the bud" – Address an issue early to prevent escalation.

- *"Keep the ball rolling"* – Maintain progress or momentum.
- *"Raise a red flag"* – Indicate a potential problem.
- *"Like a million bucks"* – Feeling great or luxurious.
- *"Over the moon"* – Extremely happy.
- *"Caught off guard"* – Surprised or unprepared.
- *"Take it with a grain of salt"* – View with skepticism or caution.
- *"Hit the ground running"* – Start a task with enthusiasm and efficiency.
- *"Drop the ball"* – Fail to perform as expected.

#### **Characteristics of Idiom Code Mixing:**

- Expressiveness: Idioms bring life to conversations, fostering original and captivating dialogue.
- Functionality: They may not translate exactly into Indonesian, but they do express certain concepts or feelings.
- Relevance to Culture: Professionalism and knowledge of global norms are reflected in English idioms.

#### **The Conversation 3**

##### **Employee 1 (E1):**

*"Selamat pagi, Rina! Apa kamu sudah dengar tentang tamu VIP yang check-in malam ini?"*

##### **Employee 2 (E2):**

*"Selamat pagi, Ardi! Iya, aku sudah dapat briefing dari manager tadi. Untuk tamu seperti ini, kita harus benar-benar **pull out all the stops** biar mereka puas."*

- E1:** *"Betul. Soalnya kalau ada masalah kecil saja, itu bisa jadi a **recipe for disaster**. Aku nggak mau kita kecewa di akhir."*
- E2:** *"Makanya, aku tadi langsung kasih pesan ke housekeeping, 'Semua kamar harus bersih tanpa ada **skeletons in the closet**. Kalau ada yang kurang, kita harus perbaiki sekarang juga.'"*
- E1:** *"Good idea. Kalau untuk makan malam mereka, kamu sudah koordinasi dengan banquet?"*
- E2:** *"Sudah. Aku bilang ke tim banquet, 'Dekorasinya harus sempurna, jangan sampai ada yang **cut corners**. Tamu ini harus merasa spesial.'"*
- E1:** *"Setuju banget. Tapi aku masih khawatir soal pelayanan restoran. Aku dengar ada tamu yang komplain kemarin."*
- E2:** *"Iya, itu aku juga dengar. Kita harus **nip it in the bud** sebelum sampai ke tamu VIP kita. Aku sudah follow up sama tim restoran supaya lebih cepat dalam penyajian makanan."*
- E1:** *"Baguslah kalau begitu. Untuk transportasi tamu VIP, semua sudah siap?"*
- E2:** *"Sudah. Aku sudah kontak driver. Aku bilang, 'Pastikan kendaraan bersih dan tepat waktu. Kalau ada masalah, jangan sampai kita **caught off guard**.'"*
- E1:** *"Perfect. Aku juga kasih briefing ke front office tadi pagi. Aku bilang ke mereka, 'Kalian harus **put your best foot forward** saat menyambut tamu VIP ini.'"*
- E2:** *"Itu penting banget. Tamu seperti ini kan sering banget jadi **talk of the town** kalau mereka nggak puas dengan pelayanan."*
- E1:** *"Benar. Oh iya, tamu yang check-out tadi pagi sempat meninggalkan pesan. Mereka bilang kamarnya bagus, tapi view dari balkon agak terganggu karena renovasi."*
- E2:** *"Oh no! Kalau begitu kita harus handle ini segera. Jangan sampai tamu lain merasa hal yang sama dan kita kehilangan poin review. Itu bisa jadi **the last straw** buat beberapa tamu."*
- E1:** *"Iya, aku setuju. Apa kamu sudah bicara ke tim maintenance soal ini?"*

- E2:** *"Sudah. Aku bilang ke mereka, 'Selesaikan renovasi secepatnya, jangan sampai tamu merasa kita **drop the ball** dalam masalah kecil seperti ini.'"*
- E1:** *"Bagus. Ngomong-ngomong soal tamu snorkeling besok, mereka perlu apa lagi selain transportasi?"*
- E2:** *"Aku tadi cek, semua alat snorkeling sudah ready. Aku cuma kasih pesan ke tim alat, 'Pastikan semuanya lengkap dan jangan ada masalah, biar tamu merasa **over the moon** saat mereka snorkeling.'"*
- E1:** *"Baiklah. Aku rasa kita sudah di jalur yang benar untuk hari ini. Tapi jangan lupa, malam ini kita juga ada tamu anniversary di restoran."*
- E2:** *"Betul! Aku tadi konfirmasi ke chef. Aku bilang ke mereka, 'Buat dessert spesial untuk pasangan ini. Kalau tamu merasa spesial, itu akan membuat mereka **sing our praises**.'"*
- E1:** *"Setuju! Kalau begitu, kita siap untuk hari ini. Pastikan tim tetap fokus dan nggak ada yang **lose their cool** meskipun ada situasi mendesak."*
- E2:** *"Jangan khawatir, aku sudah bilang ke semua tim untuk tetap tenang dan bekerja sama. Kita harus **keep our heads above water** bahkan saat hari ini padat."*

### The Analysis of Conversation 3

Examples of Idiom Code Mixing in the Conversation:

- **Idioms Used in the Conversation:**
  - *Pull out all the stops* – Make maximum effort.
  - *A recipe for disaster* – A situation likely to fail.
  - *Skeletons in the closet* – Hidden problems.
  - *Cut corners* – Take shortcuts that compromise quality.
  - *Nip it in the bud* – Address an issue early.

- *Caught off guard* – Be unprepared.
- *Put your best foot forward* – Make a good first impression.
- *Talk of the town* – Something widely discussed.
- *The last straw* – The final problem in a series.
- *Drop the ball* – Fail to meet expectations.
- *Over the moon* – Extremely happy.
- *Sing our praises* – Speak highly of someone or something.
- *Lose their cool* – Lose composure.
- *Keep our heads above water* – Manage to survive in difficult situations.

#### **Characteristics of Idiom Code Mixing:**

- **Global Standards:** Because of its global scope, the hospitality sector frequently uses English expressions.
- **Habitual Use:** Workers who are used to bilingual settings pick up idioms on their own.
- **Cultural Relevance:** Idioms are useful and expressive because they frequently lack a direct translation in Indonesian.

#### **4.1.5. The Conversation and The Analysis of Using Hybrids Code Mixing**

##### **The Conversation 1**

##### **Employee1(E1):**

"Selamat pagi, Mira! Apa sudah cek list untuk event dinner malam ini?"

##### **Employee2(E2):**

"Selamat pagi, Andi! Sudah kok, aku lagi nge-*double-check* menu dari chef, biar semuanya clear dan nggak ada miss."

- E1:** "Bagus. Kalau soal reservasi kamar, kamu sudah update sama tim *front office*?"
- E2:** "Sudah aku koordinasikan pagi tadi. Aku bilang ke mereka, jangan lupa nge-*highlight* tamu yang minta fasilitas tambahan. Aku nggak mau ada tamu yang kecewa."
- E1:** "Good job. Untuk tamu yang snorkeling besok, semua alat sudah di-*setup*?"
- E2:** "Sudah. Tim alat tadi pagi baru selesai nge-*sanitize* semua gear. Aku juga kasih info ke driver untuk siap-siap nge-*pickup* mereka lebih awal."
- E1:** "Oke, itu penting. Kalau soal breakfast box, kamu sudah nge-handle pesanan mereka?"
- E2:** "Iya, aku udah konfirmasi ke kitchen staff. Aku bilang, 'Pastikan semua box di-pack dengan rapi dan lengkap. Jangan sampai ada tamu yang *komplain*.'"
- E1:** "Perfect. Kalau soal dekorasi event malam ini, sudah di-finalize juga?"
- E2:** "Sudah. Tim event tadi pagi selesai nge-setup semua bunga dan meja. Aku cuma tinggal nge-crosscheck sekali lagi sore nanti."
- E1:** "Bagus. Tapi jangan lupa tambahkan elemen dekorasi ekstra di area lounge, biar tamu VIP merasa lebih eksklusif."
- E2:** "Tenang aja, aku sudah minta tim untuk nge-adjust pencahayaan di lounge, biar ambience-nya lebih mewah."
- E1:** "Nice. Ngomong-ngomong soal tamu check-out pagi ini, ada masalah dengan billing mereka?"
- E2:** "Iya, tadi sempat ada error di sistem. Tapi aku langsung nge-resolve masalah itu dan tamunya sudah happy."
- E1:** "Good. Kalau untuk meeting dengan manager besok, kamu sudah nge-prepare laporan mingguan?"
- E2:** "Sudah aku siapkan. Aku cuma perlu nge-print beberapa dokumen tambahan sore ini."

- E1:** "Oke, sip. Kalau soal review tamu minggu lalu, gimana progresnya?"
- E2:** "Tim aku sudah selesai nge-compile semua feedback. Aku juga kasih pesan ke mereka untuk nge-filter kritik yang bisa langsung ditindak."
- E1:** "Bagus. Kalau semuanya berjalan lancar malam ini, aku yakin tamu VIP kita akan nge-spread review positif tentang hotel kita."
- E2:** "Astungkara, aku harap begitu. Makanya aku pastikan semua tim tetap fokus dan nggak ada yang nge-skip tugas mereka hari ini."

## The Analysis of Conversation 1

Examples of Hybrid Code Mixing in the Conversation:

- **Blend of English and Indonesian Elements:**
  - *Nge-double-check* – Derived from Indonesian prefix *nge-* and English *double -check*.
  - *Highlight* – English term used directly in an Indonesian context.
  - *Setup* – English verb adapted into Indonesian usage with *di-* or *nge-*

Prefixes.

- *Sanitize* – English verb combined with Indonesian prefixes (*nge-*).
- *Pickup* – English noun/verb adapted with *nge-* prefix.
- *Pack* – English word integrated into *di-pack*.
- *Finalize* – English verb used in Indonesian grammar.
- *Adjust* – English verb adapted with *nge-* prefix.

- *Resolve* – English verb used with *nge-*.
- *Prepare* – English verb combined with *nge-* prefix.
- *Print* – English verb adapted with Indonesian prefixes.
- *Compile* – English verb combined with *nge-* prefix.
- *Filter* – English term incorporated into *nge-filter*.
- *Spread* – English verb adapted into Indonesian grammar.
- *Skip* – English term combined with *nge-* prefix.
- Morphological Integration: To conform to regional grammatical structures, English words take on Indonesian affixes (di-, nge-, and -kan).
- Realistically, workers utilize hybrids to stay proficient without completely converting to Indonesian or English.
- Efficiency: By combining well-known aspects of both languages, hybrids make communication easier.

## The Conversation 2

### Employee 1 (E1):

"Selamat pagi, amelia! Sudah nge-checklist semua kebutuhan event hari ini?"

### Employee 2 (E2):

"Selamat pagi, Arya! Sudah kok. Aku tadi pagi nge-double-check semua dekorasi yang sudah di-setup sama tim banquet."

### E1:

"Bagus. Tapi jangan lupa nge-follow-up soal lighting di ballroom, ya. Aku dengar tadi ada lampu yang bermasalah."

### E2:

"Tenang, aku sudah nge-highlight itu ke tim maintenance. Mereka janji selesai di-fix sebelum makan siang."

- E1:** *"Oke. Kalau soal tamu yang mau snorkeling, apa sudah di-arrange transportasi mereka?"*
- E2:** *"Sudah. Driver-nya akan nge-pickup mereka di lobby jam delapan pagi besok. Alat snorkeling juga sudah di-sanitize."*
- E1:** *"Perfect. Bagaimana dengan laporan untuk meeting besok pagi? Sudah di-prepare semua?"*
- E2:** *"Iya, aku lagi nge-compile semua data dari minggu lalu. Tinggal nge-print beberapa halaman lagi, nanti sore selesai."*
- E1:** *"Oke, itu penting. Untuk tamu check-in malam ini, kamu sudah nge-update file reservasi mereka?"*
- E2:** *"Sudah, aku tadi kasih ke tim front office untuk di-crosscheck. Kalau ada request tambahan, kita langsung siapkan."*
- E1:** *"Bagus. Aku juga minta ke housekeeping untuk nge-refresh kamar VIP itu pagi ini, biar tamunya merasa nyaman."*
- E2:** *"Aku juga sudah kasih pesan ke mereka supaya kamar di-vacuum ulang dan semua linen di-replace."*
- E1:** *"Oh iya, aku dengar restoran kita dapat review bagus minggu ini. Tamu bilang makanan di-serve dengan cepat dan enak."*
- E2:** *"Iya, aku baca juga di laporan. Tim kitchen sekarang lebih cepat nge-process order, jadi tamu nggak perlu lama menunggu."*
- E1:** *"Good to hear! Kalau untuk event malam ini, siapa yang nge-handle tamu VIP-nya?"*
- E2:** *"Aku sudah assign tugas ke Rini. Aku bilang ke dia, 'Pastikan semua request di-fulfill dan jangan ada yang di-skip.'"*
- E1:** *"Nice. Ngomong-ngomong, ada update soal renovasi area lounge?"*
- E2:** *"Ada. Tim renovasi tadi selesai nge-install wallpaper baru dan sudah di-clean area itu. Jadi, lounge bisa dipakai malam ini."*
- E1:** *"Bagus sekali. Pastikan saja semua tim tetap nge-monitor*

*pekerjaan mereka biar nggak ada masalah mendadak."*

**E2:**

*"Tenang, aku selalu bilang ke mereka, 'Setiap detail harus di-double-check. Jangan sampai ada tamu merasa diabaikan.'"*

## **The Analysis of Conversation 2**

Examples of Hybrid Code Mixing in the Conversation:

### **Examples of Hybrids:**

- *Nge-checklist* – Combination of Indonesian prefix *nge-* and English word *checklist*.
- *Double-check* – English term with *nge-* prefix for checking again.
- *Setup* – English word with *di-* prefix for installation or preparation.
- *Follow-up* – English term with *nge-* prefix for monitoring progress.
- *Fix* – English verb with *di-* prefix for repairs.
- *Pickup* – English word with *nge-* prefix for arranging transport.
- *Sanitize* – English verb combined with Indonesian affixes (*di-* or *nge-*).
- *Compile* – English term with *nge-* prefix for organizing.
- *Print* – English word combined with *nge-* prefix for printing.
- *Update* – English term with *nge-* prefix for modifying or revising.
- *Refresh* – English verb combined with *nge-* prefix for renewing or cleaning.
- *Vacuum* – English term with *di-* prefix for cleaning carpets.
- *Replace* – English term adapted with *di-* prefix for substituting.
- *Serve* – English word adapted with *di-* prefix for food service.
- *Process* – English verb with *nge-* prefix for handling.

- *Handle* – English term with *nge-* prefix for managing responsibilities.
- *Fulfill* – English verb adapted with *di-* prefix for completing requests.
- *Skip* – English term combined with *nge-* prefix for omitting.
- *Install* – English word with *nge-* prefix for placing or installing.
- *Clean* – English term with *di-* prefix for cleaning an area.
- *Monitor* – English word with *nge-* prefix for overseeing work.
- Blending Structures: Local prefixes (*nge-*, *di-*) are used to modify English words to conform to Indonesian syntax.
- Simplified Communication: Both bilingual and Indonesian speakers will find the blending to be clear and concise.
- Professional Context: In a bilingual setting, hybrids are frequently utilized to increase workplace productivity and professionalism.

### The Conversation 3

#### Employee 1 (E1):

"Selamat pagi, Ratni! Sudah nge-update data tamu VIP untuk event malam ini?"

#### Employee 2 (E2):

"Selamat pagi, Ana! Iya, aku tadi pagi nge-sync data reservasi dari sistem. Semua request tambahan sudah aku di-input juga."

#### E1:

"Bagus. Kalau soal dekorasi ballroom, apakah tim sudah di-brief soal layout baru?"

#### E2:

"Iya, tadi pagi aku nge-call mereka untuk nge-discuss detail dekorasinya. Semua meja sudah di-setup sesuai konsep."

#### E1:

"Oke, jangan lupa nge-double-check lighting-nya ya, karena kemarin ada lampu yang belum di-fix."

#### E2:

"Tenang, aku sudah nge-highlight itu ke tim teknisi. Mereka janji semua selesai di-repair sebelum jam makan siang."

- E1:** "Perfect. Kalau soal tamu yang check-in sore ini, bagaimana koordinasinya dengan tim front office?"
- E2:** "Semuanya sudah di-prepare. Aku tadi nge-brief mereka untuk nge-prioritize tamu VIP dulu."
- E1:** "Bagus sekali. Kalau soal transportasi untuk tamu snorkeling besok, apa sudah di-arrange?"
- E2:** "Iya, driver sudah di-assign untuk nge-pickup tamu dari lobby jam delapan pagi. Semua alat snorkeling juga sudah di-sanitize dan di-pack rapi."
- E1:** "Great! Jangan lupa nge-monitor bagian catering ya. Aku dengar ada beberapa menu yang belum di-finalize."
- E2:** "Sudah aku follow up tadi pagi. Tim kitchen sedang nge-prepare semua, dan aku pastikan makanan di-serve tepat waktu."
- E1:** "Oh iya, aku dengar restoran kita dapat review bagus minggu ini. Tamu bilang pelayanannya cepat dan semua pesanan di-handle dengan baik."
- E2:** "Iya, aku baca juga. Tim restoran sekarang lebih cepat nge-process order, jadi tamu nggak perlu lama menunggu."
- E1:** "Itu kabar bagus! Kalau untuk meeting besok, apa kamu sudah nge-compile laporan mingguan?"
- E2:** "Sudah, aku lagi nge-print beberapa halaman terakhir. Nanti sore semuanya sudah siap."
- E1:** "Bagus. Jangan lupa untuk nge-backup data laporan itu ke drive kantor, ya."
- E2:** "Siap. Aku juga akan nge-crosscheck data lagi sebelum upload."
- E1:** "Nice. Kalau soal maintenance area lounge, apakah tim renovasi sudah selesai nge-install wallpaper baru?"
- E2:** "Sudah selesai tadi pagi. Aku juga sudah nge-inspect area itu dan semua sudah di-clean."

- E1:** *"Oke, pastikan lounge itu di-refresh lagi sebelum tamu datang malam ini."*
- E2:** *"Tenang saja, aku sudah kasih pesan ke housekeeping untuk nge-vacuum ulang dan nge-replace semua linen."*
- E1:** *"Great teamwork, Ratni! Kalau semuanya berjalan lancar malam ini, tamu pasti akan nge-spread review positif tentang hotel kita."*
- E2:** *"Amin, semoga. Makanya aku selalu nge-remind tim untuk nggak nge-skip detail kecil. Semua harus perfect."*

### The Analysis of Conversation 3

Examples of Hybrid Code Mixing in the Conversation:

- *Nge-update* – Blends Indonesian prefix *nge-* with English root word *update*.
- *Di-input* – Combines Indonesian passive prefix *di-* with English *input*.
- *Nge-call* – Combines *nge-* with English *call*.
- *Di-setup* – Uses passive prefix *di-* with English *setup*.
- *Nge-double-check* – Combines *nge-* with English *double-check*.
- *Di-repair* – Blends *di-* with English *repair*.
- *Nge-highlight* – Combines *nge-* with English *highlight*.
- *Di-assign* – Uses passive prefix *di-* with English *assign*.
- *Di-sanitize* – Blends *di-* with English *sanitize*.
- *Nge-monitor* – Combines *nge-* with English *monitor*.
- *Di-finalize* – Blends *di-* with English *finalize*.
- *Nge-print* – Combines *nge-* with English *print*.
- *Nge-backup* – Blends *nge-* with English *backup*.

- *Nge-crosscheck* – Combines *nge-* with English *crosscheck*.
- *Di-install* – Uses *di-* with English *install*.
- *Di-clean* – Blends *di-* with English *clean*.
- *Nge-refresh* – Combines *nge-* with English *refresh*.
- *Nge-vacuum* – Uses *nge-* with English *vacuum*.
- *Nge-spread* – Combines *nge-* with English *spread*.
- *Nge-remind* – Uses *nge-* with English *remind*.
- *Nge-skip* – Combines *nge-* with English *skip*.
- Morphological Adaptation: Prefixes such as *nge-* and *di-* are used to incorporate English terms into Indonesian syntax.
- Practicality: In a bilingual workplace, blending English words enables effective communication.
- Prestige and Professionalism: The tone of English hybrids is contemporary and polished.

#### 4.1.6. The Conversation and The Analysis of Using Reduplications Code Mixing

##### The conversation 1

##### Employee 1 (E1):

"Selamat pagi, Ana! Kamu sudah nge-check-check daftar reservasi untuk tamu VIP belum?"

##### Employee 2 (E2):

"Selamat pagi, Yuni! Sudah kok. Aku juga tadi nge-cross-cross data di sistem supaya nggak ada yang kelewat."

##### E1:

"Bagus. Kalau soal breakfast, kamu sudah nge-prepare-prepare request khusus tamu belum?"

##### E2:

"Sudah. Chef bilang mereka akan nge-cook-cook menu tambahan untuk tamu vegan pagi ini."

- E1:** "Good. *Jangan lupa nge-brief-brief tim housekeeping ya, biar kamar yang di-assign- assign untuk tamu VIP siap semua."*
- E2:** "*Tenang, aku tadi pagi sudah nge-talk-talk dengan supervisor housekeeping. Mereka sudah nge-clean-clean semua kamar."*
- E1:** "*Oke, kalau untuk ballroom setup gimana? Apa dekorasinya sudah di-double-double- check?"*
- E2:** "*Sudah. Aku tadi juga nge-remind-remind tim dekorasi buat nge-fix-fix masalah lighting yang sempat rusak."*
- E1:** "*Bagus banget. Tapi aku dengar tadi ada tamu yang mau nge-complain-complain soal transportasi. Kamu tahu soal itu?"*
- E2:** "*Iya, tadi aku sempat nge-handle-handle mereka. Masalahnya sudah di-settle-settle sama tim transportasi."*
- E1:** "*Great! Kalau untuk tamu yang mau snorkeling, alatnya sudah di-check-check ulang belum?"*
- E2:** "*Sudah, aku minta tim nge-sanitize-sanitize alat snorkeling mereka tadi pagi."*
- E1:** "*Oke. Kalau soal event malam ini, apakah semua vendor sudah di-follow-follow-up?"*
- E2:** "*Sudah. Aku tadi nge-call-call vendor sound system dan mereka janji akan nge-setup- setup semua sebelum jam lima sore."*
- E1:** "*Perfect. Kalau laporan meeting besok pagi, apa kamu sudah nge-compile-compile semua dokumen?"*
- E2:** "*Sudah kok. Tinggal nge-print-print beberapa halaman lagi, nanti aku kirim ke kamu sore ini."*
- E1:** "*Nice! Jangan lupa nge-save-save file laporan itu di server ya, biar aman."*
- E2:** "*Iya, sudah aku nge-backup-backup juga ke drive kantor untuk jaga-jaga."*
- E1:** "*Oh iya, lounge area sudah di-refresh-refresh belum? Aku dengar ada beberapa meja yang harus di-replace-replace."*
- E2:** "*Sudah kok. Aku minta tim maintenance nge-fix-fix itu tadi pagi. Sekarang lounge sudah bisa dipakai lagi."*

**E1:**

"Great job, Ana. Kalau semua lancar, tamu pasti akan nge-spread-spread review bagus tentang hotel kita."

**E2:**

"Astungkara. Makanya aku selalu nge-remind-remind tim untuk fokus ke detail biar nggak ada yang di-skip-skip."

### The Analysis of Conversation 1

Examples of Reduplication Code Mixing in the Conversation:

- *Nge-check-check* – Repetition of "check" with Indonesian prefix *nge-* for emphasis.
- *Cross-cross* – Reduplication of "cross" to emphasize thorough checking.
- *Prepare-prepare* – Repetition of "prepare" for highlighting readiness.
- *Cook-cook* – Reduplication to emphasize preparation of multiple meals.
- *Brief-brief* – Repetition to stress communication with the team.
- *Clean-clean* – Emphasis on cleaning thoroughly or multiple rooms.
- *Double-double-check* – Repetition for extreme thoroughness in checking.
- *Talk-talk* – Reduplication to indicate multiple discussions or emphasis on the act.
- *Fix-fix* – Repeated to emphasize repairing or resolving an issue.
- *Handle-handle* – Repetition for emphasizing careful management of an issue.
- *Sanitize-sanitize* – Emphasis on ensuring cleanliness.
- *Follow-follow-up* – Reduplication to stress consistent monitoring.
- *Call-call* – Repeated to emphasize multiple phone calls.
- *Setup-setup* – Repetition to highlight the preparation of a venue.

- *Compile-compile* – Emphasis on organizing documents.
- *Print-print* – Repetition to emphasize ongoing or repetitive action.
- *Save-save* – Highlighting the importance of securing files.
- *Backup-backup* – Repetition for ensuring data safety.
- *Refresh-refresh* – Stressing revitalization or multiple checks.
- *Replace-replace* – Emphasis on replacing multiple items.
- *Spread-spread* – Highlighting positive promotion.
- *Remind-remind* – Emphasis on consistent reminders.
- *Skip-skip* – Repetition to stress avoiding neglect.
- Emphasis: Reduplications make acts more important and clear by adding stress to them.
- Habitual Action: Frequently employed to denote recurring or regular behaviors in a professional setting.
- Professional Context: Shows how a multilingual workplace modifies language use to facilitate effective communication.

## The Conversation 2

### Employee 1 (E1):

"Selamat pagi, Komang! Kamu sudah nge-check-check data tamu VIP yang akan datang hari ini?"

### Employee 2 (E2):

"Selamat pagi, Muna! Sudah kok, tadi aku sempat nge-cross-cross data dengan tim front office untuk memastikan semua sesuai."

### E1:

"Bagus. Kalau soal menu dinner malam ini, apakah chef sudah di-brief-brief mengenai perubahan last minute?"

### E2:

"Sudah, aku tadi pagi nge-talk-talk dengan Chef Putu. Dia sudah nge-adjust-adjust bahan sesuai request tamu."

- E1:** "Perfect! *Jangan lupa nge-remind-remind tim housekeeping soal kebersihan kamar VIP, ya. Mereka harus di-clean-clean sebelum tamu check-in."*
- E2:** "*Iya, tadi aku juga nge-double-double-check kamar VIP. Semua sudah beres, termasuk amenities yang di-setup-setup ulang."*
- E1:** "*Oke, kalau soal dekorasi untuk event di ballroom malam ini, apa vendor sudah di-follow-follow-up?"*
- E2:** "*Sudah, aku tadi nge-call-call mereka. Katanya mereka sedang nge-prepare-prepare lighting dan sound system."*
- E1:** "*Bagus banget. Kalau transportasi untuk tamu yang mau snorkeling besok pagi, apakah mobilnya sudah di-check-check juga?"*
- E2:** "*Sudah, driver juga sudah nge-fix-fix masalah AC yang sempat rusak kemarin. Semuanya siap."*
- E1:** "*Nice! Kalau tamu ada tambahan request, kamu langsung nge-handle-handle ya biar nggak ada yang terlewat."*
- E2:** "*Tenang aja, aku selalu nge-monitor-monitor situasi di lobby dan koordinasi dengan tim lain."*
- E1:** "*Oh iya, soal laporan meeting mingguan, apa kamu sudah nge-compile-compile semua data dari departemen lain?"*
- E2:** "*Sudah. Aku masih nge-print-print beberapa halaman terakhir, nanti sore aku kirim ke email kamu."*
- E1:** "*Good job! Jangan lupa nge-backup-backup file laporan itu ke server kita, ya."*
- E2:** "*Sudah aku lakukan tadi. Aku juga nge-double-double-save data di hard drive untuk jaga- jaga."*
- E1:** "*Bagus. Kalau lounge area, sudah di-refresh-refresh dan di-clean-clean lagi? Aku dengar ada beberapa sofa yang harus di-replace-replace."*
- E2:** "*Iya, semua sudah beres. Aku juga minta tim maintenance nge-sanitize-sanitize furniture-nya pagi tadi."*
- E1:** "*Perfect. Kalau semua lancar, tamu pasti akan nge-spread-spread*

review *bagus tentang hotel kita.*"

**E2:**

*"Setuju! Makanya aku selalu nge-remind-remind tim untuk fokus ke detail supaya nggak ada yang di-skip-skip."*

## The Analysis of Conversation 2

Examples of Reduplication Code Mixing in the Conversation:

- *Nge-check-check* – Repetition of "check" to emphasize thorough review.
- *Cross-cross* – Reduplicating "cross" to highlight the importance of verifying data.
- *Brief-brief* – Repetition to stress detailed communication.
- *Talk-talk* – Reduplicating "talk" to show multiple discussions.
- *Adjust-adjust* – Emphasis on modifications or changes.
- *Remind-remind* – Repetition to highlight the act of giving reminders.
- *Clean-clean* – Emphasis on cleanliness or multiple cleaning tasks.
- *Double-double-check* – Reduplication to stress extreme caution in checking.
- *Setup-setup* – Repetition to highlight preparation tasks.
- *Follow-follow-up* – Reduplicating "follow-up" to stress tracking progress.
- *Call-call* – Repetition to emphasize making multiple calls.
- *Prepare-prepare* – Reduplication to stress readiness.
- *Fix-fix* – Highlighting the importance of fixing an issue.
- *Handle-handle* – Repetition to stress managing tasks.

- *Monitor-monitor* – Reduplication to emphasize constant monitoring.
- *Compile-compile* – Highlighting the act of gathering information.
- *Print-print* – Repetition to emphasize the process of printing.
- *Backup-backup* – Stressing the importance of securing data.
- *Double-double-save* – Emphasis on saving files multiple times for safety.
- *Refresh-refresh* – Reduplication to stress revitalizing an area.
- *Replace-replace* – Emphasis on replacing multiple items.
- *Sanitize-sanitize* – Stressing cleanliness and safety measures.
- *Spread-spread* – Repetition to highlight the action of sharing positive feedback.
- *Skip-skip* – Emphasizing the need to avoid missing details.
  - Clarity and Focus: Reduplications are a linguistic device used to highlight commands or acts.
  - Professional Tone: Improves the intelligibility of communications in a multilingual work environment.
  - Task-Oriented Language: Often used to highlight repeated actions, thoroughness, or habitual tasks.

### The Conversation 3

#### Employee 1 (E1):

"Selamat pagi, Ayu! Kamu sudah nge-check-check daftar tamu yang akan check-in hari ini?"

#### Employee 2 (E2):

"Selamat pagi, Maharani! Sudah kok, aku tadi nge-double-double-check reservasi mereka di sistem. Semua sudah beres."

#### E1:

"Bagus. Kalau untuk breakfast request tamu VIP, kamu sudah nge-prepare-prepare sesuai dengan menu mereka?"

- E2:** "Sudah, Chef Putu tadi sudah nge-adjust-adjust menunya. Tamu vegan minta tambahan salad bar yang lebih lengkap."
- E1:** "Perfect. Tapi lounge area kayaknya masih berantakan deh. Tim housekeeping sudah nge- refresh-refresh area itu?"
- E2:** "Sudah aku nge-remind-remind mereka tadi pagi. Meja-meja juga sudah di-clean-clean dan sofa sudah di-sanitize-sanitize."
- E1:** "Good. Kalau untuk ballroom setup, apa kamu sudah nge-follow-follow-up vendor dekorasi?"
- E2:** "Sudah banget! Aku tadi nge-call-call mereka, dan mereka bilang dekorasi akan di-setup- setup sebelum jam tiga sore."
- E1:** "Nice! Untuk transportasi tamu ke Sandy Bay, apakah shuttle Taxi-nya sudah di-check- check ulang?"
- E2:** "Sudah kok, driver juga tadi nge-fix-fix masalah seatbelt di salah satu kursi."
- E1:** "Oke, kalau tamu ada tambahan request untuk tour guide, kamu langsung nge-handle- handle ya."
- E2:** "Tenang, aku tadi juga sempat nge-talk-talk dengan tim tour guide untuk memastikan mereka standby sepanjang hari."
- E1:** "Bagus. Oh iya, soal laporan bulanan untuk manajer, kamu sudah nge-compile-compile datanya?"
- E2:** "Sudah, tinggal nge-print-print dokumen terakhir. Nanti sore aku kirim ke meja kamu."
- E1:** "Great job! Jangan lupa nge-backup-backup file itu di server supaya aman."
- E2:** "Sudah aku nge-double-double-save juga ke hard drive cadangan."
- E1:** "Nice. Kalau event malam ini, apakah tamu VIP sudah di-brief-brief soal dress code?"
- E2:** "Iya, aku tadi pagi sudah nge-email-email mereka soal detail acaranya."
- E1:** "Bagus. Kalau lounge bar, sudah di-refresh-refresh? Aku dengar ada tamu yang sempat complain soal kondisi meja kemarin."

**E2:**

*"Iya, meja-meja yang rusak sudah di-replace-replace tadi pagi. Aku juga minta tim maintenance nge-sanitize-sanitize area itu."*

**E1:**

*"Good job. Kalau semua lancar, tamu pasti akan nge-spread-spread review positif soal hotel kita."*

**E2:**

*"Astungkara! Makanya aku selalu nge-remind-remind tim untuk fokus ke detail biar nggak ada yang di-skip-skip."*

### The Analysis of Conversation 3

Examples of Reduplication Code Mixing in the Conversation:

- **Nge-check-check:** Repetition of *check* for thorough verification.
- **Double-double-check:** Emphasis on extra care in verifying tasks.
- **Prepare-prepare:** Highlighting the preparation process.
- **Adjust-adjust:** Repeated action to emphasize necessary changes.
- **Refresh-refresh:** Stressing the act of revitalizing an area.
- **Clean-clean:** Repeated cleaning for clarity and thoroughness.
- **Sanitize-sanitize:** Stressing hygiene measures.
- **Follow-follow-up:** Repetition to emphasize monitoring.
- **Call-call:** Highlighting repeated phone calls.
- **Setup-setup:** Emphasizing the process of setting up.
- **Fix-fix:** Repetition to highlight resolving an issue.
- **Handle-handle:** Stressing the careful management of a task.

- **Compile-compile:** Repetition to emphasize data gathering.
- **Print-print:** Highlighting the repetitive process of printing.
- **Backup-backup:** Emphasizing the need for secure data saving.
- **Double-double-save:** Stressing additional backup measures.
- **Brief-brief:** Repetition for clarity in communicating details.
- **Replace-replace:** Emphasizing replacing items.
- **Spread-spread:** Highlighting the action of sharing positive feedback.
- **Remind-remind:** Stressing the importance of consistent reminders.
- **Skip-skip:** Repetition to avoid overlooking important details.
- **Emphasis:** To provide clarity and urgency, English phrases are used repeatedly to underline actions.
- **Clarity:** In a multilingual workplace, it makes directions clearer.
- **Norms at Work:** reflects how language blending is naturally used in professional contexts.

#### **4.2. Findings**

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

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.

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.

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?”).

Idioms code mixing. It is possible to convey situational or cultural implications by using idiomatic terms. For example, an idiom like “*time is money*” might appear in English during an informal discussion in another language.

Hybrids code mixing. Combining morphemes or grammatical structures from many languages results in hybrid forms. For example, using “*Di-book-kan*” (a mix of a local prefix and the English word “book”).

Reduplications code mixing. Code mixing may involve reduplications, frequently for stylistic or emphasial reasons. For example, using “*Please-please confirm the booking*” or “*cepat-cepat respond*” (“quickly-quickly respond”).

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### 5.1 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, idioms, hybrids, and reduplications 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, clauses, idioms, hybrids, or reduplications, 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.

The Positive Influence of Code Mixing in society are; Innovation in language, code mixing encourages linguistic innovation, creating new terms and phrases that

can meet the needs of communication in the modern era. Increasing competitiveness, mixed language skills can increase individual competitiveness in the job market, where Bilingual skills are often valued.

The negative impact of code mixing in society are; Reduction of Native Language Ability, Excessive use of code mixing can result in a decrease in native language ability, especially among the younger generation. Alienation, individuals who are not familiar with a foreign language may feel alienated or excluded from conversations that use code mixing.

## **5.2. Suggestions**

In order to expand the breadth and depth of future research on code mixing Used by the staff of The Shacks Hotel in the Sandy Bay Area, it is needed a number of constructive suggestions from the readers and other researchers for the sake of quality and quantity improvements of the research. By doing so, it is expected that there will be the similar advance researches analyzing about Code Mixing in the future and giving significant contributions not only to the development of Linguistics studies but also to the development of other societies studies.

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