THE USE OF CODE SWITCHING AMONG WAITER/WAITRESS IN RESTAURANT AT AMBER RESORT LOMBOK, INDONESIA

Oleh
Abdul Hanan[1], Ainul Yakin[2], Endang Sri Wahyuni[3], Lalu Ahmad Zaki[4]
[1,2,3,4]Politeknik Pariwisata Lombok
E-mail: [1]abdul.hanan@ppl.ac.id, [2]ainul.yakin@ppl.ac.id, [3]endang.wahyuni@ppl.ac.id, [4]ahmad.zaki@ppl.ac.id

Abstract: *The aim of this research is analyzing the factors involved in the use of code-switching among waiter/waitress in Amber Beach Resort's restaurant operations. The data collection method used in this research is a documentation study based on various theoretical references obtained from various sources of books, scientific articles and print and online media, second is in-depth interviews with informants, informants in this study are waiters/waitress s at Amber Resort Lombok restaurant, Indonesia. The third is to conduct direct observation at the research location by observing the service process carried out by restaurant waiters at Amber Beach Resort Lombok and the use of language transfer while providing services to restaurant guests. Based on the results of the discussion above, it can be concluded that the researcher found four factors involved in code switching among waiter/waitress at the amber restaurant, the four factors are Participants (greeters - receivers), setting, topic, and function. The four factors are relevant to the theory that has been described previously with real activities at amber resort. It is indicated that the participants come from the same work area and the same situation, code-switching occurs at amber resort among waiters and managers with specific topics about restaurant and hotel management, and they use code-switching to say repetition and clarification, give and emphasis about something (to express solidarity), express tolerance to show the intention of clarifying the speech content for the interlocutor and to refine or strengthen requests or orders*

PENDAHULUAN

Code-switching refers to the practice of using two or more different languages or dialects in the same conversation or written text. It is a common phenomenon among bilingual or multilingual speakers, and often occurs when a person combines elements from different languages in their daily communication, (Hana et al., 2019; Munandar, 2018). Code-switching can occur for several reasons, such as a change in topic, the presence of a third person, or adjustment to a particular role or situation. Code-switching is commonly associated with multilingualism, but it is different from other phenomena of language contact, such as borrowing, pidgin, and creole. Another term associated with this

phenomenon is code mixing, (Mary, 2022; Wikipedia, 2023).

There are five advantages in the use of code switching, namely; First, better communication: Code-switching can help individuals express complex ideas or emotions more effectively by utilizing the linguistic resources of different languages, (Mary, 2022) this allows speakers to find the right words and convey their thoughts in the most accurate and understandable way, (Asyraff, 2023) The second is cultural integration and inclusion: In multicultural environments, code-switching can foster a sense of belonging and connection among individuals from different language backgrounds, It can help create a more inclusive environment where people feel comfortable expressing themselves in their own language. (Mary, 2022) Third is Building rapport and good relationships: Code-switching can be used as a tool to build rapport and build relationships, especially in educational settings, Students can code-switch with each other to better understand and support each other, leading to a cooperative and warm classroom environment, (van Romburgh, 2022). Fourth is Resilience and empowerment: In contexts where individuals may face discrimination or prejudice based on their language or cultural background, language switching can be a tool for empowerment and resilience, It allows people to assert their identity and navigate challenging situations while maintaining a sense of control and agency, (Heyl, 2022). Fifth is Flexibility and adaptability: Code-switching allows individuals to navigate different social and professional contexts more effectively, Bilingual or multilingual employees can switch languages to adapt their behaviour and communication to fit the dominant culture in their workplace, which can help them build stronger relationships with their colleagues and clients, (Mary, 2022).

Code-switching often occurs when there is a change in the syntactic structure of a sentence. An example is when one sentence is spoken in language A, while the other is in language B. This code-switching practice is commonly seen in everyday conversation, as in the following example: " "*kamu harus berpikir positif sama saya..* " In the context of this study, the focus is to investigate the elements of code-switching and language-switching. As can be seen in the previous illustration, the code-switching element uses Indonesian (*kamu harus berpikir... sama saya*) while the language-switching element uses English (positive thinking). Speakers replace Indonesian with foreign languages as a way to show their education or social status in society.

In general, code-switching often occurs in everyday communication involving direct conversation. Another example is when they switch or mix Indonesian with a regional language or their mother tongue, such as Sasak, and also from English to Indonesian. Speakers use code-switching as a way to express their identity, such as when they take on the role of a waiter, manager, or bartender, as seen in the operational situation of the restaurant at Amber Beach Resort, Selong Belanak, Central Lombok. For example, someone might say, "*Mas, bisa tolong ambilkan saya long bar spoon itu*?" (Mas, can you get me that long bar spoon please?).

Referring to the example above, the author feels interested in conducting research on code-switching because we realize that with the increasingly efficient and effective way of communicating in today's society, code-switching has become common and usual in daily conversations among people, especially in the hospitality industry. People tend to use a variety of different codes in speaking, such as Indonesian, Sasak, English, and others.

In this research, the author wants to know more deeply about the use of conversation in daily communication as a data source, involving waiters at Amber Resort Lombok. These waiters often use two languages in their conversations. The code-switching that occurs may be caused by informal situations and interactions between co-workers. Regardless of the correctness or incorrectness of the use of code-switching in speaking, the author felt interested in investigating the various linguistic aspects involved and the reasons behind its use. On the basis of the above explanation, the author conducted an analysis on the phenomenon of codeswitching in restaurant operations at Amber Resort Lombok, especially analyzing the factors involved in the use of code-switching among waiter/waitress in Amber Beach Resort's restaurant operations.

REVIEW OF RELATED LITERATURE
Code Switching.
Code switching is a change by a speaker from one language or language variety to another languages as (El-saghir, 2010; Kabuto, 2010) explains that code switching is a situation in which a single speaker uses different varieties at different times. Thus, code switching is a change by the speaker (addressor and addressee) of one code or language variety to another code at some points of his speech or of a sentence. It can also take place in communication through short conversation everyday life when one people use one code and the other answer in a different code.

Related to the social factors that affect code switching, Dickert & Vickers, (2011) mentions that they are relevant in accounting for the variety used. The four social factors that generally affected one code choice are: (a) the participants or speaker-hearer, (b) the setting, (c) the topic, and (d) the function.

1. The participants or the speaker hearer

   A code switching may occur within a domain or social situation. When there was some obvious change in the situation, such as the arrival of a new person, so a code switching may be related to a participant or addressee. It can be signal a group membership or shared ethnicity with an addressee. A code switching is motivated by the identity or relationship between participants often express a change in: the solidarity/social distance dimension (intimate-distant or high solidarity-low solidarity), the status relationship between people (superior-subordinate or high status-low status), or the formality of interaction (formal-informal or high informality or low informality). Usually, different kinds of relationship are expressed through different code. More formal relationship that sometimes involves status differences too (such as doctor-patient) is often expressed in high code: e.g. standard Indonesian. Friendly relationship involving minimal social distance (such as neighbor or friend) is generally expressed in the low code: e.g. Indonesian Sasak. Borrowing and code switching are both by-products of bilingualism. Borrowing is adapting the lexical items to the phonological, lexical, semantic, and or morphological structure of the borrowing language. The integration of linguistic units of one language into the linguistic system of the borrowing language The Example of Borowing Language *detective* becomes ***detektip, corruption*** become***s korupsi,*** and ***Know*** becomes ***Known (sasak pujut, sengkol)*** (Syahdan, 2012)***.***

2. The setting

   Features of the setting may be important in selecting an appropriate variety or code. The

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variety used for a formal radio lecture will differ from that used for the advertisement and the place when communication others.

3. The topic

People may switch code within a speech event to discuss topic bilinguals often find it is easier to talk about topics in one code rather than another. Those topics such as religion, politics, or economics acquire formal codes, whereas the topics like love, friend or family need an informal one.

4. The function

There are two basic functions identified: referential (high information content-low information content), and affective (low affective content-high affective content). Code can convey objective information of a referential kind, and it can express either referential on affective function, but often serve several functions at once.

According to Hudson (1980), there are three types of code switching. The first one is metaphorical code switching, where a variety normally used only in one kind of situation is used in a different kind because the topic is the sort which would normally arise in the first kind of situation. According to Deckert & Vickers, (2011), Patterns & Communities (1983), speakers may use metaphorical code switching to enact or highlight certain types of social relationships within a conversational interaction. The concept of metaphorical code switching relies on a community's shared association of certain language varieties with certain social groups and places great importance on the direction of the switch: Conversation between Manager and staff, "*Lelah saya dicolek sama pak Udin itu*" (Sasak to Indonesia between upper-lower) The second one is conversational code switching, for this type a speaker may switch codes (i.e. varieties) within a single sentence and may even do so many times: "*ayok kita jogging di depan resort bro*" (from Indonesia to English) among the same status people. The last one is situational code switching (called by diglossia), it is the same with the conversational code switching, but they are different in point of switching corresponds to a change situation: "*Ente ini ya kepeng doang sik pade rekeng, begawean juluk*" (The conversation above is code Switching from Indonesian to Sasak from money to work situational CS).

According to Stapa & Khan, (2016), there are 10 functions of code-switching:

a. to talk about a topic
b. to quote somebody else
c. to provide and emphasis about something (to express solidarity)
d. to make an interjection (by inserting sentence fillers or sentence connectors)
e. to repeat in order to clarify
f. to express group identity
g. to show intention of clarifying speech content for interlocutor
h. to soften or strengthen a request or command
i. to meet a real lexical need or to compensate for lack of an equal translation
j. to exclude others when a comment is intended for an exclusive audience

RESEARCH METHODS

This type of research is qualitative research, Data were obtained by applying note-taking techniques during daily interactions between waiters involving code-switching. Then,

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the data were converted into conversational transcriptions and analysed using the theoretical framework of code-switching described by Deckert & Vickers (2011). This theory focuses on four main aspects, namely the participants, the topic of conversation, the background, and the function of the code-switching.

The study is characterized as a qualitative descriptive analysis and will employ an appropriate approach and research methodology for its execution. The research methodology follows a structured planning process, commencing with an investigation of the research subject to gather information and delve into the facts descriptively through detailed descriptions. Given this goal, the research is designed as a qualitative descriptive study with a focus on three primary aspects: surveying/observing data, data collection, and drawing conclusions grounded in reality.

This research was conducted at Amber Beach Resort Central Lombok, Indonesia. The research was conducted for 6 months starting from February to June 2023. The data collection method used in this research is a documentation study based on various theoretical references obtained from various sources of books, scientific articles and print and online media, second is in-depth interviews with informants, informants in this study are waiter/waitress s at Amber Resort Lombok restaurant, Indonesia. The third is to conduct direct observation at the research location by observing the service process carried out by restaurant waiters at Amber Beach Resort Lombok and the use of language transfer while providing services to restaurant guests. After data collected the next steps to do are as follows:

1. Transcribing Data: At this step, all of the data collected through recording are transcribed. This is done in order to get the data in to written form and the resources quote directly from the written data.
2. Classifying: After transcribing the data in to written form the researcher will classify the data in to the theoris used in this research and the data will trace down to the conclusion as a final steps.
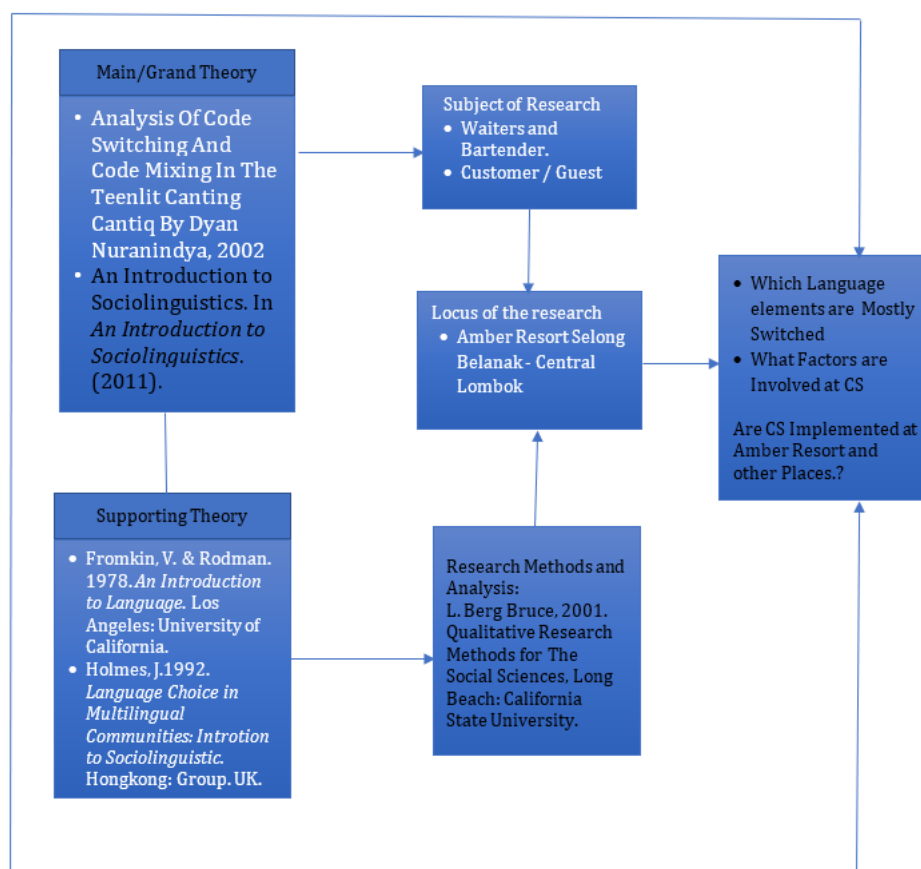
Figure. 1. Conceptual Framework of code Switching at Amber Restaurant Operation.

RESULTS AND DISCUSSION
The Factors Are Involved in Codeswitching Among the Waiter/waitress at Amber Restaurant Operations.

Factors may involve in daily service at amber restaurant was used code switching, to make the orations running well with sequence of service based on SOP (Standard Operating Procedures) of Amber Restaurant. In this part, the writer discussed about the factors why the waiter and manager at amber resort used code switching when they did a communication in daily operation at restaurant. The researcher found there are (four) factors involved in selecting code or variety by the waiter at amber restaurant.

1. The participants (Addressor - addressee)

Code switching related to the participant or addressee. It means that code switching is influenced by the participants in using the code or variety. For instance, in conversation…*Nanti tea spoon, straw clear up kesini ya (male staff…*this utterance was happened when the people know someone background, it means that the address or know who the addressees background is. Their background was the same at restaurant, so they use the thermology of restaurant and about service the guest at restaurant. By considering the background of the participant, the conversation was getting mutual understanding and the operational running smoothly and well, no miss communication during the operation every staff did their job based on their function.

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2. The setting

Where participants live and when they talk each other are also influence in selecting approprite code or variety to the writer. The participants are living in the Lombok or live in the same job location it also affected to the quality of communication, therefore they were influenced by the location where they live in which the majority and department at their work area. For instance utterance. "*Chef Arman gak jadi masuk pagi? Gak, nanti siang, oh iya dah*" from the utterance above we can conclude that the setting is from the same area of living between chef and the staff and they used code switching element from Sasak to Indonesia.

3. The topic

(Deckert & Vickers, 2011) stated that People may switch code within a speech event to discuss topic bilinguals often find it is easier to talk about topics in one code rather than another. Those topics such as religion, politics, or economics acquire formal codes, whereas the topics like love, friend or family need an informal one. The features of topic may be important in selecting appropriate variety or code. For example in conversation between and staff at restaurant said that "*Nanti tea spoon, straw clear up kesini ya (male staff)....* In this example, the Addressor and the Addressee disscused about scientific topic. When they say *tea spoon and clear Up the cutleries* it means that this conversation took place at restaurant. They did not say another topic because of they did the operation and served the guest if they switched to the different topics so the Sequence of service would not be running well. Therefore, they focus on one topic is about restaurant operation and the communication that they used in daily conversation was in restaurant around amber resort.

4. The function

In line with what (Stapa & Khan, 2016), stated that there are 10 functions of code-switching: but in this case of communication there were some items appropriate with function during the restaurant communications such as: To talk about a topic, to provide and emphasis about something (to express solidarity), to repeat in order to clarify, to show intention of clarifying speech content for interlocutor and to soften or strengthen a request or command. All the function used at restaurant was in line with the participant who did Code Switching at amber resort. In different opinion clarified that there are two basic functions identified: referential (high information content-low information content), and affective (low affective content-high affective content). Code can convey objective information of a referential kind, and it can express either referential on affective function, but often serve several functions at once. In sum, Code Switching used in restaurant operation were implemented all theory from (Stapa & Khan, 2016). The factors used of the restaurant operation was in line with the current issues are happen in restaurant operations.

DISCUSSION

1. Data obtained from Observation

A. The participants (Addressor - addressee) Code switching related to the participant or addressee. It means that code switching was influenced by the participants in using the code or variety. Data was gathered form the observation can be found, in conversation... *Tie aran ice coffee, susu te kocok ada perbedaan ice coffee, latte,*

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*capucino, Telu gelas sekek bintang….*This code was occurred when the people know the addressee's background, they try to use Sasak language because they know where the hearer comes from and what is the hearer profession in this restaurant. Their background was the same at restaurant, so they use restaurant thermology and know their background each other. By considering the background the conversation was getting mutual understanding and the operational running smoothly and well, no miss communication during the operation every staff did their job based on their function.

B. The setting: because of they know where is the participant come from so they used same language and affordable for implemented code switching in daily communication. from the utterance we may conclude that the setting is from the same area of living between supervisor and the staff.

C. The topic: according to Deckert & Vickers, (2011) stated that people may switch code within a speech event to discuss topic bilinguals often find it is easier to talk about topics in one code rather than another. Those topics such as religion, politics, or economics acquire formal codes, whereas the topics like love, friend or family need an informal one. The features of topic may be important in selecting appropriate variety or code. When the operations did not begin yet, they express their word and saying hotel terminology and economic, sometimes politics. But when the operations begin, they focus on restaurant operation and the communication that they used in daily conversation as their topic.

D. The function: on the previous chapter claim that there are 10 functions of code-switching (Stapa & Khan, 2016): these function were not applied all the item but some items could be implemented during the operations, the topic was about: provide and emphasis about something (to express solidarity), to repeat in order to clarify, to show intention of clarifying speech content for interlocutor and to soften or strengthen a request or command. All the function used at restaurant was in line with the participant who did Code Switching at amber resort

2. **Data obtained from Audio recording**
When the researcher asked about why the staff use code Switching during the operation, he answered is to make sure that the order was not overlapping and miss laying, and we used Code Swathing in our daily routine is to applied the SOP and the terminology of Food and Beverage, also Sequence of service was used English and French terminology.

3. **Data obtained from Note Taking**.
A. The correlation with social factors that affect code switching, (Deckert & Vickers, 2011) mentions that there are four social factors that generally affected one code choice are: (a) the participants or speaker-hearer, (b) the setting, (c) the topic, and (d) the function. The participant among the restaurant was consist of Speaker and hearer those are referees to the waiter and supervisor also manager, they communicated each other by using English, Indonesian and Sasak language in term of restaurant operations. In sum the participant in this research were: Waiter, supervisor and manager of F&B Service.

B. Setting: Where the Code Switching took place is in restaurant Amber resort Selong Belanak. Participants live and when they talk each other are also influence in selecting approprite code or varietis of code among the writer. The participants were living in

Lombok or live in the same job location it also affected to the quality of communication, therefore they were influenced by the location where they live in which the majority and department at their work area. For instance utterance.

C. The topic: People may switch code within a speech event to discuss topic bilinguals often find it is easier to talk about topics in one code rather than another. They mostly used Hotel Management, restaurant management as their main topic rather than another topic. But in some cases, they use other topics such as: religion, politics, or economics acquire formal codes, whereas the topics like love, friend or family need an informal one. Wardaugh, (1998) in trisna 2018 said a code switching.

CONCLUSION

Based on the results of the discussion above, it can be concluded that the researcher found four factors involved in code switching among waiter/waitress at the amber restaurant, the four factors are Participants (greeters - receivers), setting, topic, and function. The four factors are relevant to the theory that has been described previously with real activities at amber resort. It is indicated that the participants come from the same work area and the same situation, code-switching occurs at amber resort among waiters and managers with specific topics about restaurant and hotel management, and they use code-switching to say repetition and clarification, give and emphasis about something (to express solidarity), express tolerance to show the intention of clarifying the speech content for the interlocutor and to refine or strengthen requests or orders.

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