1. INTRODUCTION

1.1 Background of The Study

Language is a media used to send a message to the others. When a person exists firstly in the world, he will use a language automatically. It is a sign language that is used by a baby, like crying. By the times, the language will be perfect when he grows older.

We know that language and human being can not be separated. In the writer’s opinion that if there is no language, there will no a good communication created to interact as a social man. Nowadays, human is demanded to be able to understand and use the international language. Even, kindergarden students have to start to learn English as international language that we must know. It causes a case that happened because of an effect of the language used by some people. It’s called ‘Language Contacts’. Language contact is a sociolinguistic circumstance where two or more languages, elements of different languages, or varieties within a language, used simultaneously or mixed one over the others. The language used by some people in a community or group will be influenced by language used by people from out of the community. The language contacts produce some cases that is called ‘bilingualism’ and ‘multilingualism’. Bilingualism is a condition when people use two languages in their daily activities by turns. And multilingualism is a condition when people use more than two languages in their daily activities by turns to interact with other people.
Malmaker (1992: 61-61) divides the linguistic mixing into two types:

a. *Alih kode* (code switching), *yaitu beralih dari satu bahasa ke dalam bahasa lain dalam satu ujaran atau percakapan; dan* (Code switching, the switching process from a language to another language in an utterance or conversation, and)

b. *Campur kode* (code mixing/interference), *yaitu penggunaan unsur-unsur bahasa, dari satu bahasa melalui ujaran khusus ke dalam bahasa yang lain.* (Code mixing, the using of elements of language, from one language by special utterance to another language).

In multilingual society, there are cases which are called ‘code-mixing’ and ‘code-switching’. Code mixing and code switching can happen caused by mastering more languages.

Code-switching is a condition where speakers deliberately change a code being used, namely by switching from one to another. Hymes explains about code mixing as multi language used by many people. He says:

“Code switching has become a common term for alternate use of two or more language, or varieties of language, or even speech styles.” (Hymes, 1875).

Sometimes, people consider that code switching and code mixing have the same meaning, but actually both of them are different. People in the bilingualism or multilingualism linguistic environment often change language or variety of languages. This situation depends on situation of the hotel or the need for communication such as when a person uses a standard language when he meets his guest. When he knows that, actually, the guest is his old friend, the person switches his standard language into informal language. This phenomenon is called code switching. Suwito explains about the using of two or more languages in code-switching. He says:
Penggunaan dua bahasa (atau lebih) dalam alih kode menurut Suwito (1996 : 80) ditandai oleh:

a. Masing-masing bahasa masih mendukung fungsi-fungsi secara tersendiri sesuai konteksnya,

b. Fungsi masing-masing bahasa disesuaikan dengan situasi yang relevan dengan perubahan konteksnya.

Suwito (1985) divides code switching into two types, they are:

a. The internal code switching, it occurs if the speaker inserts the elements of their own language into language, the element of dialect into own language. For example: the change of Javanese language by using dialect ngapak switching to Java language by using dialect krama.

b. The eksternal code switching, it occurs if the speaker inserts the element their own language into foreign language. For example: the change of Indonesian language switching to English.

Code-mixing is the mixing of two or more languages or language varieties in speech. If the speaker uses a language dominantly, just for support a conversation by inserted the elements from another languages. Suwito explains about code mixing that multi-language that is inserted the element of language in two or more languages. He says:

“Suwito (1996 : 96) berpendapat bahwa campur kode merupakan pemakaian dua bahasa atau lebih dengan saling memasukkan unsur bahasa yang satu ke dalam bahasa yang lain secara konsisten.”
Suwito divides code mixing into two types, they are:

a. The internal code mixing, it occurs if the speaker inserts the elements of their own language into language, the element of dialect into own language. For example: saya *turut* terlalu lama ini.

b. The eksternal code mixing, it occurs if the speaker inserts the element their own language into foreign language. For example: Untuk *dinner* malam ini begitu romantis.

In the daily conversation, spoken or written language, formal or informal situation, realized or not, people often use code-mixing and code switching. For example, in a hotel, many hotel employees use the two codes. The following dialog can be used as examples in using the code-mixing and code switching.

Agung : “May I count your money?”
Mr. Kannan : “Yes. Of course.”
Cut : “*Berapa?*”
Agung : “Rp.1.700.000,- kak. Wait a moment sir, please”
Cut : “*Kamar 634*, Mr. Kannan, can you please sign here”
Mr. Kannan : “Yes, hey I like your country, the people is so lovely..”
Cut : “Ok thank you..”
Mr. Kannan: “And the people is so thankful, it’s different. It’s not like malay. Malaysian is not friendly.”

Cut: “Hehehe..”

Agung: “Where do you come from sir?”

Mr. Kannan: “India”

Cut: “Eiiy India, I like Sharukh Khan from India.”

Mr. Kannan: “Hahaha.. wherever I go, everytime I said India, everyone always remember Sharukh Khan.”

Cut: “Hahaha.. kajol..”

Mr. Kannan: “Thank you yeah”

Cut: “Yes, Sir. Thank you sir.”

Mr. Kannan: “I love Sharukh Khan. I’m a great fan of Sharukh Khan. Almost of my songs in my handphone is Sharukh Khan’s songs.”

Cut: “Ouuww Sharukh Khan? Haha.. ok sir,thank you sir.”

Mr. Kannan: “Yes, You’re welcome”

Cut: ”Pecinta Sharukh Khan rupanya dia”

Agung: “Hahaha”

The Italic sentences are code switching because the sentences are conversation between Receptionist 1 (Agung) and Receptionist 2 (Cut) as Indonesian and they are influenced by the guest (Mr. Kannan) to use English because Mr. Kannan from India speak English. The
conversation happen when Mr. Kannan come to the counter to give the additional deposits for his room.

The operator of Grand Elite Hotel : “It’s a great day at Grand Elite Hotel Medan, front desk, How may I assist you?”

The operator of Garuda Plaza Hotel : “Iya, boleh occupancy dari Garuda Plaza Hotel?”

The operator of Grand Elite Hotel : “Garuda Plaza pak ya? Kita roomsold di 102, 53.68% untuk occupancy nya”

The operator of Garuda Plaza Hotel : “Berapa pak?”

The operator of Grand Elite Hotel : “53.68% pak.”

The operator of Garuda Plaza Hotel : “Iya.”

The operator of Grand Elite Hotel : “Arr nya di 390.883 pak...”

The operator of Garuda Plaza Hotel : “Terima kasih pak ya”

The operator of Grand Elite Hotel : “Kembali pak, selamat pagi”

The operator of Garuda Plaza Hotel : “Pagi”

The English that is used by the operators is code mixing because the guest uses some English words when he speaks in Bahasa Indonesia. Those words are the terms used in a hotel. The guest uses the words because the condition is in a hotel. The speakers usually use code-mixing is not realized.

From the description above, the writer is interested in carrying out a research about English used in a hotel in Medan. Specially at front office department because it is
one of the hotel department that often make contact directly with the guest. How to use English, the use of code-switching and code-mixing, the terminology in hotel. The hotel that will be the sources of the data for the research is Grand Elite Hotel Medan, located at Jl. Jend. Gatot Subroto No. 395 Medan.

In front office department, there are some sections that are the sources of collecting the data in this research from front office department, such as: Assistant front office manager, front office supervisor, front desk agent / receptionist, telephone operator and reservation agent. English used in front office department especially by using code switching and code-mixing in their daily work-activities will be analyzed based on the conversation they do every day. Front office department is one of the hotel departments which make contact and communicate with the guests directly. It means that many activities that they do with the guests while they are on duty.

1.2 Problems of The Study

Based on the background above, the writer finds some problems that appear in the conversation. And it arises some questions, such as:

a. What is the most dominant type of code switching used by front office department staffs of Grand Elite Hotel Medan in daily work activities?

b. What is the most dominant form of code mixing used by front office department staffs of Grand Elite Hotel Medan in daily work activities?

c. What are the reasons of front office department staffs of Grand Elite Hotel Medan to code switch and code mix?
1.3 Objectives of The Study

Related to the problems above, the researcher tries to find out and answer what the writer expects from the analysis are:

a. To find the most dominant type of code switching used by front office department staffs of Grand Elite Hotel Medan.

b. To find the most dominant form of code mixing used by front office department staffs of Grand Elite Hotel Medan.

c. To find the reasons why the front office department staffs of Grand Elite Hotel Medan code switch and code mix in their daily work activities.

1.4 Scope of The Study

In this thesis, the limitation is made to obtain a clear and detail description of the matter and some interesting cases that can be analyzed. However, the writer focuses the study on the analysing of code-switching and code-mixing used by some front office department staffs at Grand Elite Hotel Medan, namely assistant front office manager, front office supervisor, front desk agent / receptionist, telephone operator and reservation agent in their daily work activities. Besides, the writer studies the terminology which is one of the factors why the code mixing and code switching can happen in hotel activities and always used by the front office department staffs at Grand Elite Hotel Medan.
1.5 Significance of The Study

There are two significances of the study, they are:

a. Theoretically, it is expected that the research finding will enrich the study of sociolinguistics especially, the using of code-switching and code-mixing.

b. Practically, the writer expects this thesis is expected to be useful for the readers who live and interact in a bilingual or multilingual community to code-switch and code-mix.