

**AN ANALYSIS OF MALAY-ENGLISH CODE-MIXING
BY MALAYSIANS AT LINK HOTEL BATAM:
SOCIOLINGUISTICS APPROACH**

THESIS



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**ENGLISH DEPARTMENT
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
UNIVERSITY OF PUTERA BATAM
2020**

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**Submitted in Partial Fulfillment of the Requirements for the Degree of
Sarjana Sastra**



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**ENGLISH DEPARTMENT
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
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2020**

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DECLARATION OF THE THESIS ORIGINALITY

I, Eva Eriva Tandi Payuk, NPM No. 161210044

Here with declare that the thesis entitled:

AN ANALYSIS OF MALAY-ENGLISH CODE-MIXING BY MALAYSIANS AT LINK HOTEL BATAM: SOCIOLINGUISTICS APPROACH

Is the real work of myself and I realize that thesis has never been published in other media before, partially or entirely, in the name of mine or others.

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This thesis has been approved to be examined on the date as indicated below

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ABSTRAK

Penelitian ini menjelaskan tentang jenis dan faktor yang mempengaruhi penggunaan kode-campur oleh orang Malaysia di Link Hotel Batam. Tujuan dari penelitian ini adalah untuk mengetahui jenis-jenis pencampuran kode dan faktor-faktor yang mempengaruhi penggunaan pencampuran kode oleh tamu Malaysia di Link Hotel Batam. Jenis-jenis pencampuran kode dapat ditemukan dalam bahasa Malaysia di ucapan tamu Malaysia Link Hotel. Teori yang peneliti gunakan dalam penelitian ini adalah oleh Wardhaugh (2002) dan Hoffman (1991). Peneliti menggunakan metode deskriptif kualitatif. Dengan metode pengumpulan data adalah dengan observasi. Ada 40 data yang memiliki kaitan dengan jenis-jenis pencampuran kode dalam ucapan Malaysia. Ada 3 jenis pencampuran kode; Intra-sentensial, Intra-leksikal, dan Melibatkan perubahan pengucapan. Dari 40 data, peneliti menemukan 38 data campur kode intra-sentensial dan 2 data campuran kode intra-leksikal. Peneliti juga menemukan 7 faktor yang mempengaruhi penggunaan kode-campur, yaitu; Berbicara tentang topik tertentu, Mengutip orang lain, Menjadi empati tentang sesuatu, Interjeksi, Pengulangan digunakan untuk klarifikasi, Niat mengklarifikasi konten isi pidato lawan bicara, dan Mengekspresikan identitas grup.

Kata kunci: sosiolinguistik, kode, campur kode.

ABSTRACT

This research describes about types and factors influencing code-mixing usage by Malaysians at Link Hotel Batam. The aim of this research is to find out the types of code-mixing and factors influencing code-mixing usage by Malaysians guest at Link Hotel Batam. Types of code-mixing can be found in the Malaysians at Link Hotel's utterances. The theory that the researcher used in this study are Wardhaugh (2002) and Hoffman (1991). The researcher used a qualitative descriptive method. With the data collection method is by observation. There are 40 data which has relation to the types of code-mixing in Malaysians' utterances. There are 3 types of code-mixing; Intra-sentential, Intra-lexical, and Involving a change of pronunciation. From 40 data, the researcher found 38 data of intra-sentential code-mixing and 2 data of intra-lexical code mixing. The researcher also found the 7 factors influencing code-mixing usage, there are; Talking about particular topic, Quoting somebody else, Being emphatic about something, Interjection, Repetition used for clarification, Intention of clarifying the speech content form interlocutor, and Expressing group identity.

Key words: sociolinguistics, code, code-mixing.

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May God give mercy, peace, and love for them. Amen.

Batam, 26th July 2020

A handwritten signature in blue ink, appearing to read 'Eva Eriva Tandi Payuk'.

(Eva Eriva Tandi Payuk)
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CHAPTER I

INTRODUCTION

1.1 Background of The Research

People always communicate each other as a human being. People do communication to deliver their intention, desire and explain about something. People use language as a media to communicate. They used to use the language they knew from childhood as their tool to communicate. As we know, there are so many languages in this world but the most known is English language.

People do communicate to make a discussion to each other, and its reason makes the communication very important in life. In this globalization era, so many problems appear while people communicate. There is misunderstood or misunderstanding between the speaker and the hearer while they communicate. This misunderstanding could happen when the speaker and the hearer not communicate in a same language. The intention of the speaker will be not delivering well.

English becomes the global language nowadays. It makes some people studying about English and makes him become a bilingual. A bilingual means that there is a person who knows and understands two kinds of language. When people just arrived or travel in a new country and they don't understand the local language, they usually try to communicate using English language, every signs or instructions of use in some things usually using English, sometime English becomes a trend style for teens whose use that language when they communicate

and even in job environment.

Not all the people using English even though English is a global language. Some of them usually mix their local language with English when they communicate, and it is not always running well because there will have misunderstanding between the speaker and hearer. People sometimes mix their language because they don't know the suitable language or the diction to replace the word or them too nervous to use English in their daily conversation. When people mix their language, it means there is a code-mixing phenomenon.

Code-mixing is the language used from one language to another language. Code-mixing happens when a utterance use both languages together to the extent that they change from one language to the other in the course of a single utterance (Wardhaugh, 2006). This code usually used by the people who have an ability in more than one language begin on their mother language to their second language such as Indonesian-English, Malay-English, Chinese-English, and many others. Generally, code-mixing appears with some motives in the daily life. It becomes a tradition when someone wants to communicate in their conversation and they usually apply the code-mixing.

The paper about code-mixing had been examined by Wulandari (2016) with the title "Indonesian-English Code-mixing in Raditya Dika's *Manusia Setengah Salmon*" that discussed about the word classes, the meaning, the dominant use of code-mixing and the reasons of use code-mixing. This paper uses qualitative approach. The writer uses Wardhaugh's theory. Through collect the data, the writer did the data collection, reduction the data; display the data, and then drawing the conclusion.

Another paper about code-mixing that also had been examined by Niesler & Wet (2009) with the title “The Effect of Code-Mixing on Accent Identification Accuracy” that discussed about the effect of using code-mixing that influences the accuracy of people’s accent. Difference with both of previous papers, this paper would analyze about the types and the factors that influenced people used code-mixing in their utterance especially by Malaysians at Link Hotel Batam.

This paper is important because commonly Guests at Link Hotel Batam are bilinguals or multicultural and come from different background, culture and language. Especially Malaysian, because of the location is near with Batam Island. Malaysians usually use English for their communication tool but sometimes they put Malay language also in it. It causes the Malaysians at Link Hotel Batam used code-mixing in their daily conversation. If this paper is not carried out, there will be miscommunication or misunderstanding between speaker and hearer. Mixing one language to another language is often they used, example:

“Bise tak *I get two katil di ruangan I?*”

The sentence above is called the code-mixing that often Malaysians do in Link Hotel Batam. They mix the language with English and their mother language. The conversation happened between the receptionist of Link Hotel Batam and the Malaysian guest. When the Malaysian said the word “katil”, the receptionist didn’t know the meaning of “katil” because the receptionist comes from the different culture background and it makes a misunderstanding between the receptionist and guest.

If the receptionist was a local people, he would know the meaning of “katil” because Batam people also use the Malay language.

This paper would analyze about the using of code in society especially by Malaysians who stay at Link Hotel Batam. This code involves Malay language mixed by English language. Based on the explanation beyond, the writer interests to make a paper with the title: “An Analysis of Malay-English Code-mixing by Malaysians at Link Hotel Batam: Sociolinguistics Approach”.

1.2 Identification of the Problem

After the writer saw the phenomenon between the hotel’s staff and Malaysians, the writer found some problems identified in the background at the research, in the follows:

1. The habitual using code-mixing by Malaysians at Link Hotel Batam.
2. Misunderstanding between hotel’s staff and Malaysians using code-mixing at Link Hotel Batam.
3. The types of code-mixing used by Malaysians at Link Hotel Batam.
4. The factors influencing Malaysians at Link Hotel Batam using code-mixing.

1.3 Limitation of the Problem

Based on the identifications above, the writer would limit the problem more specific into as below:

1. The types of code-mixing used by Malaysians at Link Hotel Batam.
2. The factors influencing Malaysians at Link Hotel Batam using code-mixing.

1.4 Formulation of the Problem

In order to write the paper, the writer is interesting to analyze the cases that usually happen in conversation of Malaysians at Link Hotel Batam. There are the questions to be raised as the problems of this analysis:

1. What are the types of code-mixing used by Malaysians at Link Hotel Batam?
2. What are the factors influencing Malaysians at Link Hotel Batam using code-mixing?

1.5 Object of the Research

In order to make this paper more clearly, there are some purposes of this paper:

1. To find out the types of code-mixing used by Malaysians at Link Hotel Batam.
2. To find out the factors influencing Malaysians at Link Hotel Batam using code-mixing.

1.6 Significances of the Research

1.6.1 Theoretical

This paper concerns to analyze the speaking of the Malaysians in their conversation in using code-mixing. It is kind of bilingual language with varieties

of languages itself. This can enlarge people's knowledge about the types and the factors influencing Malaysians using code-mixing in their utterance.

1.6.2 Practical

Through the paper has conducted by the writer can be applied to bilinguals about used of code in society. Then also in the future can use for the reader as the reference in doing the paper about code-mixing in the society and other variation of language.

1.7 Definition of the Key Terms

Sociolinguistic : The descriptive study of the effect of any and all aspects of society, including cultural norms, expectations, and context, on the way language is used, and society's effect on language (Stockwell, 2002).

Code : A system of rules to convert information—such as a letter, word, sound, image, or gesture—into another form or representation, sometimes shortened or secret, for communication through a communication channel or storage in a storage medium (Wardhaugh, 2006).

Code-mixing : The mixing of two or more languages or language varieties in speech (Wardhaugh, 2006).

CHAPTER II

REVIEW OF RELATED LITERATURE AND THEORITICAL FRAMEWORK

2.1 Sociolinguistics

The term of sociolinguistic is generally used for the study of language and society. Language is study how the language serves, and it shaped by the social nature of human beings and socio is a place where the language used. It has strong connection with anthropology through the study of language and culture, and with sociology through the investigation of the role language plays in the organization of social group and institution.

Wardhaugh (2006) said that sociolinguistics is concerned with investigating the relationship between language and society with the goal being a better understanding of the structure of language and how language function in communication: the equivalent goal; in the sociology of language is trying to discover how social structure can be better understood through the study of language, e.g., how certain linguistic feature serve to characterize particular social arrangements. It means sociology talks about human in a society, linguistics talks about the study of the language, and those formulated as sociolinguistic.

According to Stockwell (2002) sociolinguistic which goes beyond the definition of a speech community by encompassing all the cultural and behavioral practice of a group (including linguistic practices), which together serve to define that group. From the definition above, we know that language made by society

itself. Sociolinguistic is happening in the community which uses the language and practice it to the society base on the culture and behavior the people in that society. People in society need language because it is one of the most important in social life.

2.2 Bilingualism

People sometimes using two languages for their daily conversation. This people known as a bilingual. The phenomenon of people having more than one code (language) is called bilingualism or multilingualism (Wardhaugh, 2006). So, if there is a speaker using two languages, we already know he is a bilingual. Become a bilingual people is common in society nowadays.

Bilingualism is one of worldwide phenomenon. Most nations have people who use two languages even more. Hundreds of millions of people in the world over routinely make use of two or three in their daily lives. Most speakers used two languages because of factor of culture and environment. Likely at Link Hotel Batam, all the staffs and guests are bilingual because they sometimes speak in Indonesia language and then mix with their local language. Sometimes they use English to speak with the guest but also mix the language with Indonesia language. The staffs and the guests always do code-mixing. By seeing the phenomenon above, it seems that bilingualism has become a common phenomenon. Using more than one language becomes a basic factor that people could not be avoided that made a code-mixing phenomenon.

2.3 Language Variation

There will be a language variation when someone use more than one language. It is demonstrated by linguistic differences in terms of sound (phonetics) and structure (grammar). A language has a system that makes the speaker who use it language will be understood. Terms of this variation occurring as a result of existence of social diversity and the variety of the language function (Abdul, 2010). Although the people are in the same speech community, but it is not a homogeneous collection of humans, the formed of concrete language called parole is not uniform or variation. Based on this definition language variation is the use of language according to usage that varies depends on the topic to be discussed.

2.4 Code

Wardhaugh (2006) said that it is possible to refer to a language or a variety of language as a code. The term is useful because it is neutral. In contract, the 'neutral' term *code*, taken from information theory, can be used to refer to any kind of system that two or more people employ for communication. All the above, then, are codes by this, admittedly loose, definition.

Some scholars already make some contributions for the study of communication in code topic with the basic orientation in sociolinguistic. This sociolinguistic theory developed by the term based in the society that has different classes. Code can be done by conversation or voiceless. Code must be understood between speaker and hearer so the intention will be held. From the opinion above,

it can make conclusion that code is a form of language variation that makes people easily do communication in the society.

2.5 Code-mixing

Code-mixing happens when a conversation use both languages together to the extent that they change from one language to the other in the course of a single utterance (Wardhaugh, 2006). Code-mixing is an activity that mixes two codes or languages usually without changing any topic and meaning. The speaker tends to mix the language because there are no choices of diction in that language.

Code-mixing known as using one language and mix it with another language by using a code and makes some variety in the speech. Code-mixing often happens because usually the speaker cannot find an appropriate word in their local language or because he finds the diction in the target language more convenient to use. Like in the conversation below:

Staff : Yes, sir. May I help you?
 Guest : *Ya, tolong hantarkan tea kat bilik kami.*

The conversation above happens between the staff of Link hotel and the guest. The guest mixed his language between Malay language and English. The guest used the word “tea” in English language in his conversation. This conversation is often happened in daily activity at Link hotel because almost of their guest is a Malaysian.

Based on the explanation and phenomenon above, the writer conclude that code-mixing is the use of two languages or more by transferring one or more of linguistic elements of one language in anther in the speech without changing

the meaning of sentence, because the elements just support the sentence of another languages, which are inserted.

2.5.1 Types of Code-mixing

After knowing the meaning of code-mixing, Hoffmann (1991) tries to classifies the code-mixing become three types, there are:

1. Intra-Sentential Code-mixing

This type of code-mixing which happens within a phrase, a clause or a sentence boundary, as when speaker speech as example: *Jangan ribut. Lagi ada meeting tuh.* The word *meeting* is an English word.

2. Intra-Lexical Code-mixing

This type of code-mixing that happens within a word boundary, like example for bilingual as follow: “*Check out-nya jam berapa tadi pak?*”. Suffix – *nya* is structure to Indonesia.

3. Involving a Change of Pronunciation

This type concerns at the phonological level, as when Indonesian people say an English word but modify it to Indonesian phonological structure. Like *the word “mall nearby” is said to be “mal nierbai”* by Indonesian.

2.5.2 Factors Influencing Code-mixing Used

Based on Hoffmann (1991), he gives some factors influencing code-mixing usage’s theory for bilingual, there are:

1. Talking about particular topic

Speakers sometimes prefer to talk about a particular topic in one language rather than in another. They mix the languages using code and use the appropriate diction to make the conversation easily to understand and make it more comfortable to hear in daily activity.

2. Quoting somebody else

People sometimes like to use code in their utterance to quote a famous expression or say some well-known figures. This well-known figure usually likes to use more than one language as their identity. This phenomenon makes the other people follow their habit and make people also do code-mixing in their daily conversation in society. People follow the way of well-known people's speaking to make they feel famous also.

3. Being emphatic about something

People who is talking using a language that is not his native language suddenly wants to be emphatic about something, they sometimes intentionally or unintentionally, will change from his target language to his local language. There are some phenomenon's where people feel more convenient to be emphatic in their target language rather than in their local language.

4. Interjection (Inserting sentences filler or sentence connector)

Using code-mixing there will mark an interjection or sentence connectors by a bilingual people. This case may occur unintentionally or intentionally.

5. Repetition used for clarification

The speaker who mastered more than one language sometime sing the both languages to clarify his utterance so the utterance would be more clearly understood by the hearer

6. Intention of clarifying the speech content form interlocutor

People who use more than one language in their utterance sometimes to make the content of their utterance more easily to understood and could be accepted by the hearer.

7. Expressing group identity

A bilingual who use code mixing in their daily utterance sometimes want to show their identity and express it, so the people know from where his comes from.

2.6 Previous Research

The paper of sociolinguistic is a paper which was happen by the domestic or foreign sociolinguist before. Because there are languages phenomena or social life in the society is dynamic or always change follow the developing of period.

In the paper and dissertation of Adi (2018) in “Code Switching in Critical Eleven Novel” has concluded, the writer aimed on the types and the reasons of code-mixing in the Critical Eleven novel and the writer used descriptive qualitative method. The paper described clearly all about the code-switching by the types and the reasons influencing it. Adi’s paper is having a

same focus paper with this paper. The differences are the topic and the object of the paper. Object of Adi's paper is a novel but this paper focus on the hotel environment and his paper took code-switching took that difference with the writer.

The second writer is Cakrawarti (2011) happened paper about "Code Switching and Code-mixing in *Teenlit Cantiq Canting*" that concluded, the writer in *Teenlit Cantiq Canting* journal used the main language, Indonesia, besides it also use English and traditional language. In this paper the writer used Qualitative Descriptive research method. For classifying the types and reasons of codes Dias used theory from Hoffman for additional reason to complete. Cakrawati found six types of code-switching in the object research, there are; inter-sentential, intra-sentential, intra-lexical, emblematic, establishing continuity with the previous speaker and involving a change of pronunciation. Cakrawati's paper have the same focus with this paper, there is the code-mixing types. This paper also uses the same paper method using qualitative method. The difference with this paper is the object of the paper.

The third previous paper is Astuti(2017)with the title "Study on Code-mixing Found in *Perahu Kertas* Novel" that discussed about the definition and the level of code-mixing. The writer analysed the research by using descriptive qualitative method. The main paper sample is the writer herself. The writer focused on analysing levels of code-mixing and factors influencing code-mixing usage in this *Perahu Kertas* novel. The writer also used Suwito and Suwandi's theories to support her research. There are some of techniques of collecting data by the writer; (1) reading the novel from the beginning until the end, (2) collect

the data by purposed it in the word, clause, phrase, repetition of word, and idiom formed,(3) categorized to the seven levels of code-mixing, and (4) reduce the selected data based on the seven levels of code-mixing that appropriate in theory. It contained the selecting process and focused into refined data.

The fourth previous paper is by Astri & Octavita (2016) with the title “Code-mixing and Code switching in Novel the Devil Wears Prada by Lauren Weisberger: A Sociolinguistic Study”. This paper explains about the types of code-mixing and code-mixing in that novel by using sociolinguistic study. The writer used the qualitative descriptive approach in this paper. The paper results show that code-mixing that happens in that novel is divided into two types, innerand outer code-mixing. This paper has a same focus with the writer’s paper. The difference is the object and the writer have 2 focuses research.

The fifth previous paper is by Fareed, Akhtar and Khan (2017) with entitled “Code-mixing and Code Switching in EFL/ESL Context: A Sociolinguistic Approach”. In their paper, their discussed about the reasons, motivations, function of CM and CS as well as the attitude towards the particular code have been of particular interest for sociolinguistic. Fareed, Akhtar, and Khan’s paper have a same topic with the writer topic, code-mixing. The difference between their paper and the writer are the formulation of the problems and the object of the paper.

The sixth previous paper examined by Ameliza & Ambalegin (2014) with the paper’s title “Code Switching Analysis in English Literature Whatsapp Group”. They analysed about the types and the reasons using code-switching. In

their paper, they found 15 texts that contain code switching. The next paper by Syam, Sangkala, & Syarif (2018) that analysed about “Code-mixing and Code Switching in the Classroom Interaction at SMA Negeri 2 Takalar”. The aims of the paper are to describe the forms of code-mixing and code switching in the classroom interaction. This paper used qualitative design and got the data by the results of observation. Ameliza and Ambalegin’s paper different with the writer paper, the difference is their paper focus on discussing about code-switching but the writer’s focuses on discussing about code-mixing’s topic.

The last previous paper by Ariffin & Husin (2011) that entitled “Code-mixing and Code-switching of Bahasa Malaysian Content-Based Classrooms: Frequency and Attitudes”. This paper raises the policy and its actual implementation conflict which certainly has some purposes on development of language, education of teacher and assessment’s policy. The difference between Ariffin & Husin’s paper and the writer’s is the object of the research. Their paper took the object in classroom and the writer’s paper took place in a hotel. The similarity is both of data analysed the code-mixing topic in Malay language.

After investigated some previous papers, the writer found some similarities and the differences with this paper. All those previous papers would be use for references while doing this research paper. Those previous papers provide more theories and information of code-mixing phenomenon that usually appears in the daily conversation. It makes the writer more motivated and enthusiast to do this research paper.

2.7 Theoretical Framework

The writer attaches the framework that provides more explanations to make the writer reaches the aim and the goal while analyzing data and makes the paper easy to be understood by the reader by providing all of the main topics in a point diagram.

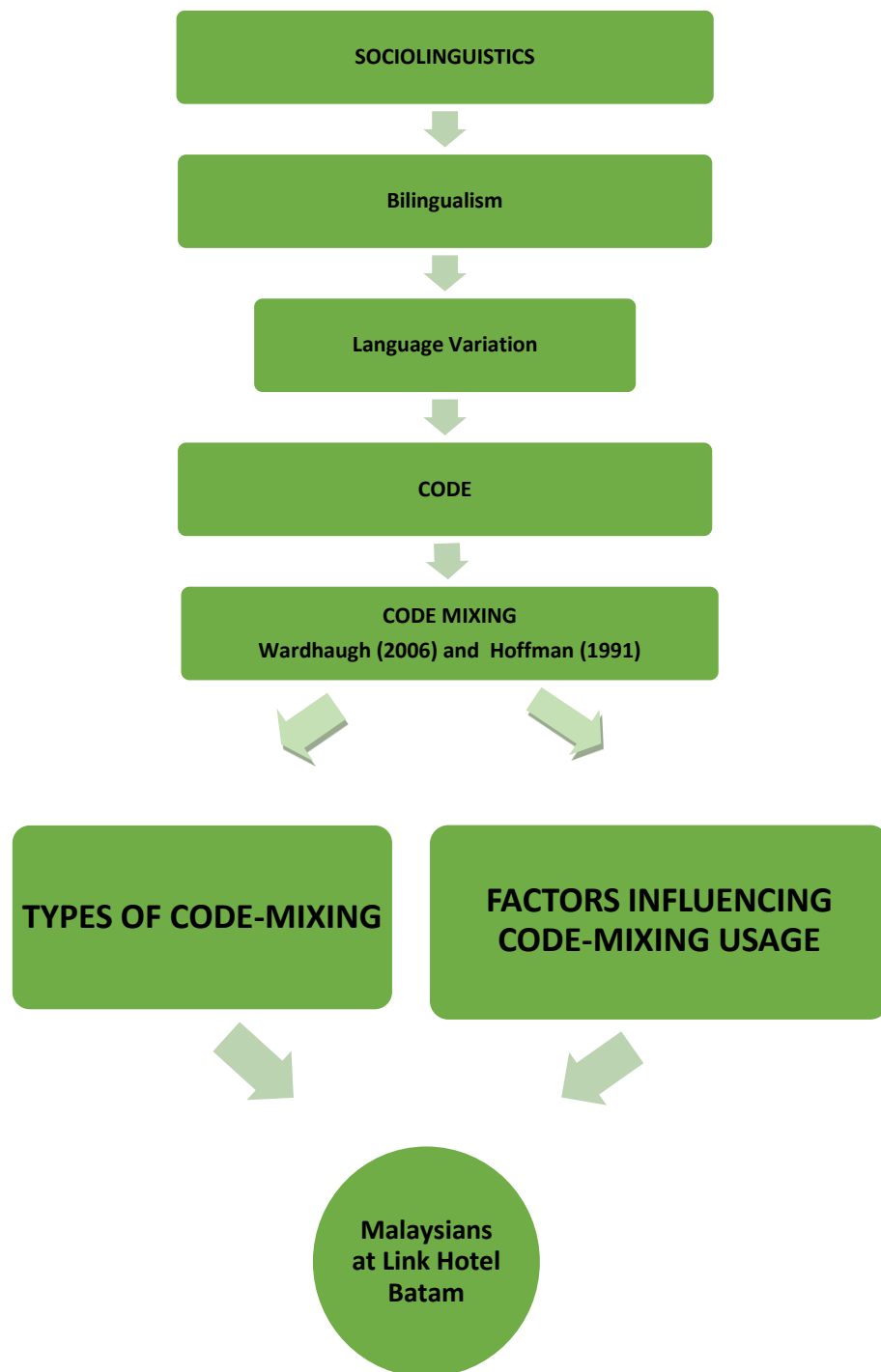


Figure: 2.1 Theoretical Frameworks

The diagram above is a main topic content of this research paper. Based on the outline above, the theoretical framework already used by the writer to make the focus of the analysis process clear and the diagram shows the writer's steps to do the research analysis of code-mixing's types and factors influencing code-mixing usage by Malaysian guests at Link Hotel Batam. The writer used theory of Wardhaugh and Hoffman to support the analysis of the data.

CHAPTER III

RESEARCH METODOLOGY

Research methodology is a methodically technique of resolve problem of the research which can be understood as science by studying the way paper is done scientifically (Kothari, 2004). It shows the collecting data method, analyzing of the data method, and the way of the presenting the data results method while doing this research paper to reach its goals.

3.1. Research Design

The research started when the writer saw some phenomena of code-mixing that happened at Link Hotel Batam. This is often done by the guests of Link Hotel Batam especially the Malay people. After this paper is done, the writer looked the phenomena that directly happen. The writer makes some designs of plans to knowing all the steps that will be needed when doing the research.

This research paper is including in a qualitative research. Qualitative research also known as a naturalistic research method because the paper is done on natural condition (Sugiyono, 2012). It means that the research conducted as same as the natural event that appears in society while the writer does the research. The writer makes some step of plans that she wants to do before do the research to make this research more neatly arranged. It makes the writer easily do the research.

3.2. Object of the Research

Code-mixing is the main object in this research. There are two elements that would be the concerns of this research, there are types of code-mixing and factors influencing code-mixing usage. It would be discussed and focused about the three types of code-mixing and seven factors influencing code-mixing usage by Malaysian guests at Link Hotel Batam in this paper.

3.3. Population and Sample

3.3.1 Population

Population is individual by the group that have quality and specific terms (Nazir, 2003). Malaysian guests at Link Hotel Batam would be the population of this research. This population is limitless. Because there are so many Malaysian people would be easy to find at Link Hotel Batam. Most of the Malaysian guests often using their Malay language and sometimes they mix it with English language in their daily conversation.

3.3.2 Sample

A probability sample is a sample that taken from same consideration which that individual of the element from the population not based on the individual privacy (Nazir, 2003). Because the writer took the population from the Malaysian guests at Link Hotel Batam, all of their direct speech would be the samples of this research.

3.4 Method of Collecting Data

Method of the collecting data is the researcher's way to collect the data research. This method helps the writer to reach her goal to get the final data result. Sugiyono (2012) said that observation, study document, test, interview, and questionnaire are some ways to collecting the data while doing a research. The writer did the recording, observation, and interview to collect the data research. The writer recorded all the activity that happened in hotel, observed the situation and condition of the subject, and then hold the interview to the subject of the paper regarding then topic.

All techniques already recorded and noted the important things that happen at Link Hotel Batam. The writer took the data from the utterances that occurred between the Malaysian guests and the hotel's staffs while their do all the activity at Link Hotel Batam. There are some steps to collecting the data by the writer as follows:

1. Collected the main data by record all the utterances between Malaysian guests and staff of Link Hotel Batam.
2. The writer was listened all the utterances by recordings.
3. The writer noted the all the utterances that contained code mixing.
4. Categorize the code mixing that occurred in the utterances.
5. The writer categorized the factors influencing Malaysian guests using code-mixing.
6. The writer counted and concluded all the data process.

3.5 Method of Analyzing Data

After the data from all the utterances completely collected, the writer analyzed the data. Then Sugiyono (2012) argued that analysis data is a process to find and arrange the data systematically taken from the result of the interview, observation, and documentation. Analysis data from the collecting data is the most important step in conducting a paper. Then the writer provides the steps of analyzing data as below:

1. Classified the code-mixing types and the factors influencing the code-mixing usage by the data received from the guest's utterances. The writer explained in a paragraph to shows the types and factors influencing of code-mixing that found in the utterances between the Malaysian guests and staffs of the Link Hotel Batam.
2. Then the writer made some findings summarized. In this step, the writer provides three types of code-mixing and classified the factors influencing code-mixing usage at Link Hotel Batam.

3.6 Method of Presenting Research Results

In this research, the writer would be presenting the research by using sentences or paragraphs in the formal way. It caused because this research contained a qualitative research. The most frequent to display the data in qualitative by using narrative text (Sugiyono, 2012). The writer presents the result of data analysis based on the purposes of the paper to make the reader easily to understand.