AN ANALYSIS OF GUESTS' CODE SWITCHING AT HARMONI ONE HOTEL & CONVENTION BATAM: SOCIOLINGUISTICS APPROACH

THESIS

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FACULTY OF SOCIAL SCIENCES AND HUMANITIES
PUTERA BATAM UNIVERSITY
2020

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

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2020

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AN ANALYSIS OF GUESTS' CODE SWITCHING AT HARMONI ONE HOTEL & CONVENTION BATAM: SOCIOLINGUISTICS APPROACH

THESIS

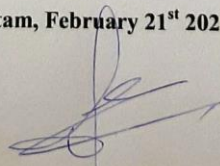**Submitted in Partial Fulfillment of the Requirements for the Degree of English Sarjana Sastra (S1)**

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ABSTRAK

Sosiolinguistik adalah fenomena umum bagi orang untuk berkomunikasi di dalam sosial. Dalam bersosialisasi terdapat bermacam-macam bahasa yang digunakan untuk berkomunikasi agar berjalan lancar. Orang yang berkomunikasi lebih dari satu bahasa disebut bilingual, dan ada beberapa negara yang menerapkannya yaitu Singapura dan Malaysia, karena telah menjadi kebiasaan mereka menerapkan hal itu, peneliti meneliti alih kode yang terjadi di Harmoni One Hotel & Convention Batam yang di mana sebagian besar tamu asing. Selain itu, peneliti menggunakan metode kualitatif sebagai metode penelitian dan berinteraksi langsung dengan lawan bicara. Peneliti melakukan penelitian di dua tempat yaitu departemen kantor depan dan departemen restaurant. Oleh karna itu, untuk menjawab permasalah penelitian yaitu tipe dan alasan penggunaan alih kode dalam pengucapan yang didukung teori (Holmes, 2013) dan (Hoffman, 1991). Peneliti menemukan data sebanyak 28 data ke dalam kategori tipe yaitu *inter sentential, intra sentential*, serta *tag switching* dan 4 data ke dalam kategori alasan yaitu mengutip dari orang lain, pengulangan klarifikasi, dan mengekspresikan identittas kelompok.

Kata Kunci*:* alih kode, sosiolinguistik, ungkapan

ABSTRACT

Sociolinguistic has become a common phenomenon for people to communicate each other, and used several languages. The person who used several languages for communicate it called bilingual, and there are some countries such as Singapore and Malaysia. Therefore, this research is to examine types and reasons of code switching phenomenon in Harmoni One Hotel & Convention Batam where mostly are foreigner, this theory is supported by (Holmes, 2013) and (Hoffman, 1991). Afterward, the method of this research is designed with descriptive qualitative which participatory and record are applied. The researcher conducted research into different places such as front office department and restaurant. The finding of the research showed that there are 28 data contain types of code switching by Holmes theory is applied in utterance. Mostly the utterances used inter-sentential switching and followed by intra-sentential switching after that tag switching. In addition, the researcher found four data as the reason of code switching such as quoting somebody else, repetition for Clarification, and expressing group identity that used Hamers & Blanc as the expert.

Key Words: code switching, sociolinguistics, utterances

ACKNOWLEDGMENT

MOTTO AND DEDICATION

If the opportunity does not come to you, then created it!

-Elysa Nuraffiani-

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CHAPTER I

INTRODUCTION

1.1 Background of the Research

As human being people always contact each other, human living in the form of society and it can find it in daily life. When people do a communication each other it may be defined as the systems of communication called language Wardhaugh (2006). Language is a tool to achieve a better understanding of the nature interaction in society. In daily conversation human used a language as a tool of communication and interaction with others. Indonesia has many kinds of language it depends on where we are from. In daily life, some people used different language in one individual when they are not able to speak. Language is useful in our life, because they want to look impressive and able to speak more than one language when people do a communication. Therefore, language is a based communication and show how we communicate or to express our feeling (Handayani & Johan, 2018)

Based on the social phenomena, language makes the form of social nature of human beings and where the human interact, these phenomena are called sociolinguistic. According to Wardhaugh (2006) sociolinguistic is the study about relationship between language and society with the aim of understanding in language and function in communication. This study focuses to identifying from social function of language and how to imply it. Sociolinguistic also may help people or speaker and listener understand why the people speak differently in

communication. Therefore, the language is tool for communication to express their feeling and action, and also socio as the place where the language uses.

One of sociolinguistic study is bilingualism. Bilingualism is the people who can speak more than one language beyond their original language and related to linguistic study where two language used in one interaction (Hamers & Blanc (2000). As the people who can speak more than one language, these phenomena divided into two parts, they are code switching and code mixing. Code switching can be defined as the ability to shift the language into another language, that according to the interlocutor, situational context, and interactional sequence with sociolinguistic rules and without violating specific grammatical constraints (Cantone, 2007). While code mixing called when a speaker used more than one language and in one sentence without breaking in time. That can be said that code switching and code mixing are language exchange from one language to another, which occurs when during communications.

This research is advanced research, which has to be done again because there are many frequent errors in the use of language. This research is made to focus on code switching. Researcher finds the previous research. The first previous research is from Halim & Maros (2014) entitle is "The Function of Code Switching in Facebook Interaction" which data research is taken from Malay-English bilingual language. The researcher wants to make research direct about code switching, because there are still mistake in using bilingual language. According to in book Hamers & Blanc (2000) code switching is divided into three parts of, first is tag or extra switching, second is inter-sentential switching,

and third is intra-sentential switching. Each type of code switching can occur different ways of delivery depending on what context is applied. The researcher found example in environment example in market "*satu kilo gula,* how much this is"? Based from that example, it could be categorized as inter-sentential switching, because the language sometimes can switch in clause or sentence boundary. Therefore, two clauses there will be one sentence.

First is tag or extra switching that insert of a tag which involves different language in a sentence (Hamers & Blanc, 2000). The example of tag switching are (you know?), (right?), (okay?). The type of code switching that we always find around us when we use tag switching, the meaning of the language is also different. Example:"*Hei, darimana saja kamu,* tomorrow we should go to campus, right?", "right" is a tag or extra switching mean. Based on the example "right" here means to make sure that tomorrow they should go to campus or they don't. This example is one of the reasons why the utterance used this type of tag switching

Second is inter-sentential switching that the language switches when the sentence is done at sentence boundaries beginning or end. Inter-sentential switching applied by speaker in one clause in one language, in which language exchange occurs when a clause has been completed with another language and continue to another language (Hamers & Blanc, 2000). The example of inter-sentential switching: "if we not submit our personal assignment next week, *bapak akan kasi kita hukuman*". This example used English-Indonesia language, types of inter-sentential switching is two kinds of language in complex form in one clause

or sentence. This is happened because the language switching occurs after sentence in the first language has been completed and the next sentence starts with a new language.

Third is intra-sentential switching that it can find in our life. Inter-sentential switching sentence is when the sentence without breaking, interruption in the middle and change to another language and concern language alternation that occurs within a sentence or a clause boundary (Hamers & Blanc, 2000). The example is: "*jangan lupa* put your paper *diatas meja saya*". Based on the example above the Intra-Sentential is used by speaker and suddenly changes to another language in the middle, because someone is able in the language therefore, the pronunciation must be clear in order to make listener understands. Based on three types of code switching we always find in our modern life, for some of the reason, because of their habit and some of them because need for solidarity.

Code switching phenomena can be found in Batam. Batam is a tourism city where many foreigners visit it, they have different purposes. Some of them are travelers for holiday, some of them for business. Many foreign guests come from different regions, could make code switching more helpful for foreigners who are not able to speaking with Bahasa Indonesia, so when they do interaction with Indonesian they can switch the language with English to Indonesia or Indonesia to English. Most foreigners come from Singapore and Malaysia, because Batam is very close to these two countries. Singaporean and Malaysian are dominant use a Bilingual language, because they switch the language into another language English-Malay and Malay-English. One of the reasons is their habit that always

switches the languages. The example is Singaporean and Malaysian. They speak English-Malay "my mom was sick, *sebab tu lah saye tak datang*".

Based on the phenomena above, code switching becomes effective language for these countries. The researcher found the phenomena code switching in Batam, exactly in Harmoni One Hotel & Convention Batam because there are a lot of foreigners come to Batam especially Singaporean and Malaysian. Researcher got the data since 19 November 2019 - 19 December 2019 from two sections such as front office, F&B/restaurant, the researcher made a research by the guests as a target to get the data, and the researcher took the data by recording. One of the phenomena that researcher found example in F&B section "*jika saya nak makan pagi lebih awal,* can you help to take away the breakfast?" Based on that example, the reason of guest why they switched the language because of their habit that always switched the language, this example situation at F&B or restaurant when guests asked about request to take away the breakfast, and this is example of inter-sentential code switching that means the language can switch in the beginning and the end of sentence.

Based on the phenomena, the reason cannot be separated from the understanding between speaker and hearer. The reason why people used code switching in conversation, in order to the make listener understands the meaning from speaker. The speakers use another language to complete their drawback and it happens when the speaker is too hurry during conversation (Halim & Maros, 2014). It can be said that code switching as a tool for communication for people limited language. The researcher was interested in analyzing this topic because it

is important to know more about code switching in our daily life and minimum the wrong context in code switching. Researcher focused on the using of code in social life in Harmoni One Hotel & Convention with entitle "An Analysis of Guests' Code Switching in Harmoni One Hotel & Convention Batam: Sociolinguistics Approach".

1.2 Identification of the Problem

As explained in the background of problem before, researcher found some problems that could be analyzed. These problems can be identified such as:

1. The meaning of utterance used code switching in Harmoni One Hotel & Convention Batam.

2. The guests' types of code switching to use by guests' in Harmoni One Hotel & Convention Batam.

3. The guests' reasons to use code switching in Harmoni One Hotel & Convention Batam.

1.3 **Limitation of the Problem**

Based on the explanation related to the identification of the problem above, the researcher gave limited of the problem in this research below:

1. The types of code switching used by guests' in Harmoni One Hotel & Convention Batam.

2. The guests' reason to use code switching in Harmoni One Hotel & Convention Batam.

1.4 Formulation of the Problem

In this research, the researcher focuses on the analysis of Code switching that is taken at Harmoni One Hotel & Convention Batam with case the utterance by guests'. There are some questions related to the problem in this research are:

1. What are the types of code switching used by guests in Harmoni One Hotel & Convention Batam?

2. What are the guests reasons to use code switching in Harmoni One Hotel & Convention Batam

1.5 Objective of the Research

The researcher found some objectives of the research that related to the problem that made Harmoni's guests' applied code switching during the conversation:

1. To find out the types of code switching used by guests in Harmoni One Hotel & Convention Batam?

1. To find out the guests reasons to use code switching in Harmoni One Hotel & Convention Batam.

1.6 Significance of the Research

1. Theoretical significance

The researcher expects this research becomes reference for the reader as a new knowledge about code switching. The theory about Code Switching is able to practice to real life to avoid misunderstanding between speaker and listener.

2. Practical significance

Bilingual can be applied in society as code switching phenomena. First, this research becomes useful for the future to readers as the references when the readers start doing same research about code switching, second, the researcher expects the reader can be applied in daily conversation in utterance.

1.7 Definition of Key Terms

Code switching : Code switching is a Bilingual language which more than
one language and switch into another language in one
conversation (Hamers & Blanc, 2000)

Sociolinguistic : Study about language and society (Holmes, 2013)

CHAPTER II

REVIEW OF RELATED LITERATURE AND THEORITICAL FRAMEWORK

2.1 Sociolinguistic

The study relationship between language and society, it is called sociolinguistic (Holmes, 2001). Beside that language is closely related to how people communicate with one another. People interact with other anytime, anywhere using language for their communication. Sociolinguistic is part of linguistics which concerned with language as a social and cultural phenomenon. Language is study of how language serves and shapes by the social of human beings and socio is place where the language used.

According to Yule (2010) the term sociolinguistics is used generally for the study of the relationship between language and society develop by linguistic interaction. Sociolinguistic also related with anthropology study between culture and language learning. This is also related to social psychology, specifically relating to how attitudes and perceptions are expressed and how behavior within a group.

2.1.1 Bilingualism

People in society are having or able to speak more than one language it called bilingualism (Hamers & Blanc, 2000). Every people have different kind of language for communicate, it depends on with whom they speak. A person who

able to use more than one language especially because of habitually and spontaneous, sometimes people can speak fluently in their bilingualism as a tool for their communication. Based on the observation, researcher researches about code switching where the object from foreigner which speak more than one language such as Singaporean and Malaysian. There are many kinds of culture from Singaporean and Malaysian, such as Chinese, Malay, India, etc. Therefore, in each different culture most people use the term of bilingualism, in order to make the conversation understood by hearer.

According to Wardhaugh (2006) people who were bilingual able to multiple language to change code within the utterance, and do not necessarily have exactly the same abilities in the language, and its happen when the utterance used a particular language for change. In modern society, the ability to speak more than one language is considered as the best achievement in environment, particularly in the English speaking countries. It means the using of two languages is one of ability that belongs to someone to speak more than languages in the society, and they can switch their language during conversation.

2.1.2 Code

The sociolinguistic studying a language is familiar with code. A code is a symbol of nationalism that is used by people to speak or communicate in a particular language, Code is divided into two, first is code mixing and second is code switching (Hamers, 2000). This code is part of bilingual which commonly used by two different language. The use of two or more codes in interpersonal and intergroup relations as well as the individual psychological states, which uses

more than one language, it means code happen when the people speak in two languages. Therefore, a code becomes important when someone speaks different languages.

2.1.3 Code Switching

Code switching is unique language and also multiple languages in the words. Code switching is a bilingual language which more than one language and switch into another language in one conversation (Hamers & Blanc, 2000). Code switching related to the bilingual life, because there are many kinds of culture of language, example in real life it is found by Singaporean guest Harmoni One Hotel & Convention "How much for the room *untuk satu malam nye*?". Based on the example before the utterance used code switching in inter-sentential type, because the utterance switch a clause or sentence boundary being in one language. This code switching has become behavior, because conversations mostly switch the language into another language.

According to Cantone (2007) code switching is the ability to choose the language based on the situational context, the topic of conversation and to change the language within an interactional sequence in sociolinguistic rules and without violating specific grammatical constraints. Code switching has a function to quote when someone makes a speech, besides that code switching also plays an important role in sending messages to the recipient, especially for someone who is not involved in the conversation. Based on the statement code switching are clearly a combination more than one language and combines words, phrases, and sentences.

2.1.4 Types of Code Switching

The researcher defined the types of code switching, it is necessary to distinguish between three types of code switching (Poplack, 1980)

A. Inter-Sentential Code Switching

This type of code, it switches at clause or sentence boundary. Code switching occurs when speaker switch a language with another sentence. Meanwhile, one clause being in one language in other word. It thus implies when the utterance utter some sentence in one utterances with the same situation. That means, the utterance used one language in one sentence and changed again with another language after first sentence is done. The example of inter-sentential code switching is "*saye daripada bilik tiga kosong tujuh*, I need one more towel please?" as seen in the example, this happened in Front Office department when guests ask for request something. The first clause used Indonesia language and after that when the first clause end, the utterances continue with English language. This is inter-sentential code switching which are two completely different languages that occurs in a speech

B. Intra-Sentential Code Switching

The shift is done in the middle of the sentence with no interruptions, hesitations. Intra sentential switching it occur when the utterance utter with insertion of word in one languages are ended up with more than one language.

Example of intra-sentential code switching is "*makan pagi* for children *berapa ya?*" based on the example, researcher got the data from F&B restaurant that guests ask about additional breakfast.

C. Tag or Extra Sentential Switching

Where the speaker uses tags in sentences in different languages, in other words situations where the speaker places tags within the sentence boundary both at the beginning and at the end. According to Apple and Muysken (1987) the tags include interjection word, tag switching is tag which involves a situation in which a bilingual attaches a tag from one language to an utterance in another language such as "Hey!", "well!", "okay!", "alright!", "right!". These follow the example "This is Harmoni One Hotel & Convention Batam, right?" it presented there is an case of code switching with inserting an "right" as tag switching in the end of sentence.

2.1.5 Reasons of Code Switching

When the code switching occurs, the reason of speaker is an important consideration in the process. There are several number of reason why speaker does code switching such as, quoting somebody else, talking about particular topic, showing empathy about something, repetition used for clarification, expressing group identity (Hoffman, 1991)

A. Quoting Somebody Else

A speaker switches code to quote a famous expression, proverb. The switch involves just the words that the speaker is claiming the quoted person said and set of quotation marks. In Indonesian, those well know figures are mostly from some English-speaking countries. Then, because many Indonesian people nowadays are good in English, those famous expressions or sayings can be quoted intact in their original language (Hoffman, 1991)

B. Talking about Particular Topic

Environments people communicate with indirectly they also express themselves. A person who speaks will feel more pleasant to express their feelings in a different language than before. In other words, people use language as a tool to discuss topics of conversation. For example, found in Singapore, English is used to discuss of business, Malay is a regional language, and Tamil is the language of one of the important ethical groups in the republic (Hoffman, 1991)

C. Showing Empathy about Something

People often switch their language to express empathy about something. In some cases using another language, English, is more convenient to show their empathy rather than using original language. Example when someone gives a more spirit to friend "hay, you can do it!" In this utterance, the friend wants to encourage his friends to be more confident and optimistic to do something (Hoffman, 1991)

D. Repetition Used for Clarification

When a bilingual or multilingual person wants to clarify his speech so that it will be understood better by listener, he can sometimes use both of the languages that he masters to say the same messages. Frequently, a message in one code is a repeated in the other code literally. A repetition is not only served to clarify what is said, but also to amplify or emphasize a message (Hoffman, 1991)

E. Expressing Group Identity

Code switching is more popular language style in community or group. It can also be used to express group identity, the way of communication of academic in their disciplinary groupings, are obviously different from the other groups. In other words, the way of communication of one community is different from the people who are out of the community (Hoffman, 1991)

2.2 Previous Research

The researcher used some of previous research that has same topics which related to code switching theory as references and comparison material. First, the journal found entitled is "Code Switching and Code mixing; Style of Language Use in Childhood in Yoruba Speech Community" by Ayeomino (2006). This research aims to investigate about kinds of language that obtained in different periods in the lives of elite member in the language community. The researcher used questioner for collect the data and the participant are 50's response from population target.

Second is entitled "The Role of Code Switching as a Communicative Tool in an ESL Teacher Education Classroom" written by Mastura, Ismail, & Narasuman (2013). The purpose of the research is to investigate how code switching function as a communication tool in English for a second language teacher education class. This research used qualitative method and observation, interview to collect the data. Based on the result of the research showed there are three kinds of code switching types, tag switching, inter-sentential switching, and intra-switching for communication in class and the reason of using code switching in class is to make it easy to convey an idea in certain situation and to increase solidarity.

Third the researcher used the journal from Sanjaya (2014), that has discussed entitled is "Code Switching and Code Mixing in Indonesia: Study in Sociolinguistic" From his research, this is one of the Bilingualism study which related to the sociolinguistic. This research took data in North Sumatra, Medan-Indonesia especially with communities from Mandailinng natal, Siantar, and Toba. The researcher used qualitative research for collected the data and with questionnaires, observation, and record as a method. The purpose of his research is to find out why this phenomenon becomes very popular language for communication, and the result showed that there are three kind of expression from three places which used code switching and code mixing in their conversation in daily. The previous research found out this problem because to avoid a misunderstanding in their conversation.

Fourth journal that researcher find entitled is "The Effect of method of Vocabulary Presentation (Code Mixing, Thematic Clustering, and Contextualization) on L2 Vocabulary Recognition and Production" by Rahimi (2014). The researcher discussed about the problem to choosing the most appropriate vocabulary from teacher. The researcher has two temporary result first is to assess the effect of code mixing, thematic grouping, and second is contextualization on the introduction and production of L2 vocabulary. This research used qualitative method and the participant is 155 students EFL contain man and women. The result of this research is the vocabulary presentation method did not have a statistically significant effect on vocabulary recognition, but there are significant differences between the effect of code mixing, thematic grouping and contextualize second language vocabulary production.

Fifth journal is from by Halim & Maros (2014). Entitled is "The Function of Code Switching in Facebook Interaction". The aims of this research were focus on code switching problem, to examine the code switching function performed by five Malay- English bilingual users in their Facebook. This research used observation to collect the data with the Facebook's users.

Sixth journal is entitled "Code Switching and Code Mixing by the Government of Bali" by Ayu (2018). The purpose to code switching in interactional of activities in government at Bali in Indonesia in order to bringing regional or religious nuances. This previous research used qualitative method. The participant is the government member in Bali which involves three languages is

Bali, English, and Indonesia. The result of the research is indicate that code mixing and code switching undertaken by the leaders in governmental are of Bali.

Seventh journal by Yusuf & Fata (2018) entitled "Types of Indonesian-English Code Switching Employed in a Novel". Based on the journal that researcher aims the types of code switching between Indonesian and English vice versa in an Indonesia novel. Qualitative is a method that researcher used, and identification problem, take a note and analyzing based on category. The source of the research from the novel the Anthology of Taste", which the participants the adult reader leave in metropolitan area. The result of this research is inter-sentential switching which dominant used by data sources.

Based on these seven previous journals, there were similarities among the research with the previous above. The similarities were the object of the research is about code switching and the research design of study is descriptive qualitative method. This research also has difference with the previous research. The difference is this research concern with function of code switching. From the first research is the researcher used qualitative method and record for collect the data. The researcher focuses with utterance and focuses on the reason and type of code switching and used by utterance in conversation.

2.3 Theoretical Framework

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┌─────────────────────────┐
│     Sociolinguistic     │
│     Holmes (2001)       │
└─────────────────────────┘
            │
┌─────────────────────────┐
│      Bilingualism       │
│  Hamers & Blanc (2000)  │
└─────────────────────────┘
            │
┌─────────────────────────┐
│          Code           │
│     Hamers (2000)       │
└─────────────────────────┘
            │
┌─────────────────────────┐
│      Code Switching     │
│  Hamers & Blanc (2000)  │
└─────────────────────────┘
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Types of Code Switching
Poplack (1980)

Inter-sentential

Tag-sentential

Intra-sentential

Reason of Code Switching
Hoffman, (1991)

Quoting somebody else

Talking about particular topic

Showing emphaty about something

Repetition used for clarification

Expressing group identity

Guests' Utterances in Harmoni One Hotel
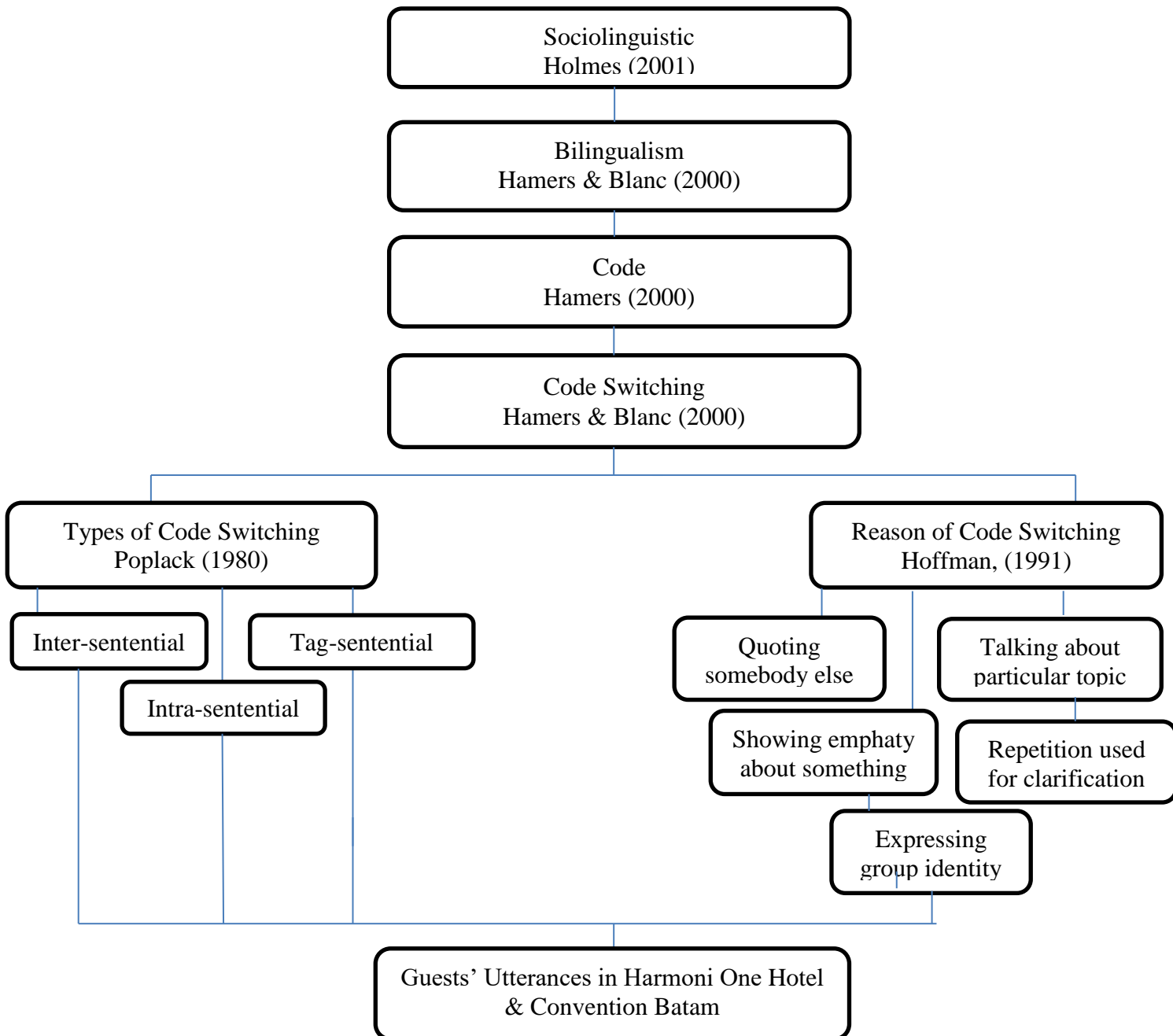& Convention Batam

Figure 2.3 Theoretical Framework

It was from the theoretical framework above, the researcher used sociolinguistic as approach. Code switching is the object of the research and the utterances in Harmoni One Hotel & Convention Batam as the data sources. This research used theory from Holmes (2013) to identify the types and supported by Hoffman (1991) as the reason theory.

CHAPTER III

RESEARCH METHODOLOGY

3.1 Research Design

The design of this research used qualitative descriptive study due this research only described the data based on the theories. The phenomena found in real life from the utterance where produces data as it is Sudaryanto (2015). In addition, qualitative descriptive discussed about the research which refer to the facts from the theories.

3.2 Object of the Research

In this research, code switching as the object of the research. In addition, the data take from utterances of guests' in Harmoni One Hotel & Convention Batam which mostly Singaporean and Malaysian. All the conversations from the utterances were divided using code switching and focus on the analyzing of types and reasons. The data that researcher got 5 dialogues from 10 record with 12 participants that contain code switching term. Afterwards, the utterances consisted of code switching as the object of the research because the researcher needed to identify types and reasons of code switching.

3.3 Method of Collecting Data

Observation method is the way to collect the data Sudaryanto (2015). In this research there are three strategies way that systematically when applied the data, first providing data, analyzing data and presenting the result of data analysis. The technique of collecting the data was the participatory because the researcher did in

field research. The method of collecting data is observation and recording. The technique is this research focuses with the utterance which used code switching by guests' from different culture in Harmoni One Hotel & Convention Batam. The researcher got the data from two departments are front office and restaurant with take the data based on the activity there.

There were the ways the researcher took the data. First the researcher observed, and interviewed the guests. Second, the researcher recorded the conversation. At last, the record was scripted from orally utterances into written document.

3.4 Method of Analyzing Data

Data analysis took a long time to take the data source and difficult process because sometimes the researcher faces many problems. Amount of field notes, information from documents to examine and interpret. The steps to analyze were shown below:

1. Clarifying data that has been processed into data in order to make balance with the research variables

2. Based on the research the data get the theory from Holmes (2013) about Code Switching

3. Analyze data based on theory code switching

4. Created an analysis data in the form of interpretations and description

5. Make a research report

3.5 Method of Presenting the Analysis Result

The results of the analysis that has been carried out through the results of the analysis of research data, it made two research problems, from the two problems resulting in the finding of research that had been analyzed. This theory is inseparable from some experts., Holmes (2013), Hamers & Blanc (2000), (Yule, 2010), and Wardhaugh (2006). This research will be presented in the form of research reports in the form of theses and journals to be published scientifically.