AN ANALYSIS OF CODE MIXING TYPES AND REASONS USED FOUND IN STAFF OF RADISSON GOLF

THESIS

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ENGLISH DEPARTMENT
FACULTY OF SOCIAL SCIENCE AND HUMANITIES
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2019

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Submitted in partial fulfillment of the requirements for the degree of
Sarjana Sastra

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2019

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Hereby declare that this thesis entitles

AN ANALYSIS OF CODE MIXING TYPES AND REASONS USED FOUND IN STAFF OF RADISSON GOLF

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

Batam, 14 February 2019

Tiarni Gaho
141210049

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

Batam, 14 February 2019

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ABSTRAK

Adanya fenomena yang sering terjadi di kehidupan sehari-hari mengenai pencampuran bahasa khususnya di kalangan karyawan di berbagai perusahaan. Tujuan penelitian ialah untuk mengetahui tipe pencampuran bahasa dan alasan karyawan melakukan pencampuran bahasa. Penelitian ini di Radisson Golf and Convention Center Batam. Penelitian ini berjudul *an analysis of code mixing types and reasons used found in staff of radisson golf*: a sociolinguistic approach. Penelitian ini membahas tentang tipe dan alasan pencampuran kode antara bahasa Indonesia dan bahasa Inggris dalam percakapan karyawan ketika bekerja di Front Office Radisson golf and Convention Center. skripsi ini terdiri dari 5 (lima) bab. Ada pun Bab I membahas latar belakang, identifikasi masalah, batasan masalah, formula masalah, definisi kata kunci, tujuan penelitian dan manfaat penelitian. Bab.II mengkaji Teori tentang sosiolinguistik, pilihan bahasa, tipe code mixing dan alasan karyawan melakukan *pencampuran bahasa*. Bab.III membahas metode penelitian, cara pengambilan data, yang dilakukan oleh peneliti ketika meneliti. Dalam Mengumpulkan data peneliti menggunakan metode penelitian lapangan dengan cara observasi langsung dengan partisipasi moderat atau dimana peneliti menjadi bagian dari sampel namun tidak secara keseluruhan. Pengamatan dilakukan dengan teknik perekaman dan mencatat hal-hal penting yang terjadi selama masa penelitian. Pengumpulan data dilakukan dari bulan 04 April 2018 sampai 30 Juli 2018. Metode yang digunakan peneliti yaitu metode kualitatif. Hasil dari penelitian ini ialah. Ditemukan dua jenis pencampuran kode, ada pencampuran kode intra-sentential dan intra-lexical. Ditemukan dua alasan ialah talking about a particular topic dan repetition used for clarification. Jenis pencampuran kode yang paling sering terjadi adalah intra-sentential 75 kali dan peringkat terendah dari jenis pencampuran kode adalah intra lexical 15 kali. Alasan tertinggi menggunakan pencampuran kode adalah talking about particular topic. Itu terjadi 78 kali dari 90 data.
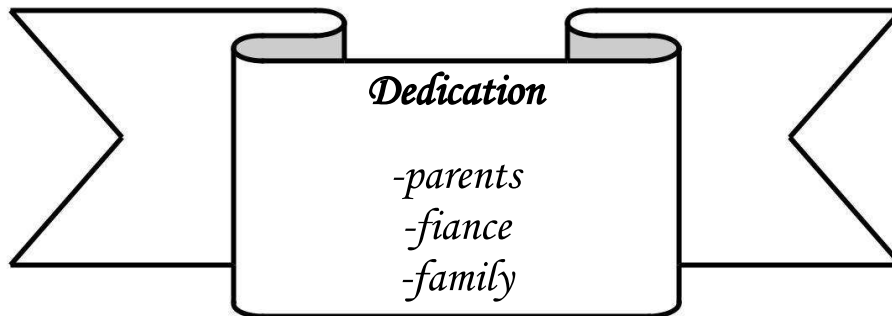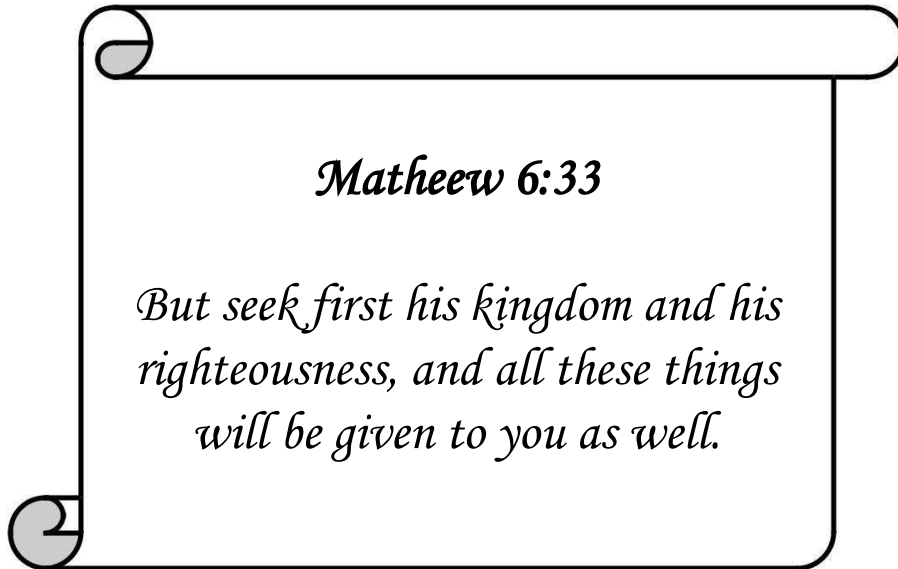
Kata kunci: Bilingualisme, Code, Campur kode, Sosiolinguistik.

ABSTRACT

The existence of a phenomenon that often occurs in everyday life about code mixing, especially that occurs among employees in various companies. The purpose to determine the type and reason employees do code mixing. This research at Radisson Golf and Convention Center. The entitled an analysis of code mixing types and reasons used found in staff of Radisson Golf: a sociolinguistic approach by using . This research discusses the types and reasons for code mixing between Indonesian and English. Consists of 5 (five) chapters. Chapter I discussing backgrounds, problem identification, problem definition, problem formulas, key word definitions, research objectives and research benefits. Chapter II examines the Theory of sociolinguistics, the choice of language, the type of mixing code and the reason employees mix language. Chapter III discusses the method of research, the manner of data retrieval, conducted by researchers when researching. In Collecting research data using field research method by direct observation with moderate participation or where researcher become part of sample but not whole. Observations were made with techniques recorded and note important things that occurred during the study period. Data collection was conducted from April 04, 2018 until July 30, 2018. The method used by researchers is qualitative method. Result of this research is the front office staff of Radisson Golf & Convention Center have found two types of code mixing, there are intra sentential and intra lexical code mixing. Found two reasons there are talking about a particular topic and repetition used for clarification. The most occurring type of code mixing is intra-sentential. It occurs 41 times and the lowest rank of the types of code mixing is intra lexical 9 times. The highest reason of using code mixing is talking about a particular topic. It is occurs 40 times from 10 data.

Keywords: Sociolinguistic; Bilingualism; Code; Code mixing.

Matheew 6:33

But seek first his kingdom and his righteousness, and all these things will be given to you as well.

Dedication

-parents
-fiance
-family

ACKNOWLEDGMENT

TABLE OF CONTENTS

LIST OF FIGURE

LIST OF TABLE

CHAPTER I
INTRODUCTION

1.1 Background of Research

Language is media to communicate and send message used by human in society. In the daily human activity, language is very important. Different place, culture, context, situation and period has a different language or language meaning. Language is learning social behavior, a sill that is acquired as we grow up in society (Boey, 1975 p 3). So, language is a tool for human in the community to convey a message and intention to other, through the language people understand what other people mean and the purpose of them in that society. Nowadays, a human is demanded to be able to understand and use the international language. The language used by some people in a community or group will be influenced by the language used by people from out of the community. Language is a mean of communication, having a significant role in our life. Everybody should use it to communicate with others for social interaction.

Communication is very important to inter-personal discussions. It likes how we express ideas from person to person. When communication goes away, part of the idea will be lost or it will be misunderstood by the other person. In this industrial era, there will be problems arising in communication. In the researcher opinion, if there is no language, there will be no good communication created to interact with the society.

Code mixing phenomenon is an important phenomenon to be understood and analyzed, particularly in today's increasingly connected global environment. At campus, at work, and public area, code mixing can be seen in many different settings. The transfer of linguistics elements from one language into another is code mixing (Hoffman in pardede and kisno, 2007 p 55). Three are six types of code switching and code mixing, the types are: embelematic, intra-senttential, intersentential, intra-lexical code mixing, establishing continuity with the previous speaker and involving a change of pronunciation. There are seven main of reasons why human switch or mix their languages, the reasons are: talking about a particular topic quoting somebody else, being emphatic about something, interjection, repetition used of clarification, an intention of clarifying the speech content for interlocutor and expressing group identity.

The first previous research was conducted by Sumarsih (2014) entitled *Code Switching and Code Mixing in Indonesia*. The method of this research is qualitative, which used interview techniques, questionnaires, observations and records for taking the data, the data from communities in North Sumatra by using (Jendra's 1988) theory. The result of the research is code switching and code mixing in Indonesia have been divided into three classes. They are word class, phrase class, and sentence class. Interestingly, the word level is the highest number that is occurred in Indonesia. Based on this research, it was concluded that the reasons used code-switching and code-mixing is due to ignorance of the situation and words into their native language.

The second previous research was conducted by Sapruto (2013) entitled *The Analysis of Indonesian-English Codes Mixing Used in Marmut Merah Jambu Novel*. The researcher used Suwito, (1985) theory. In his research, he analyzed the forms of code mixing, the purposes of Indonesian-English code mixing used, and the lexical meaning of Indonesian-English code mixing that found in the novel entitled Marmut Merah Jambu written by Raditya Dika. In the method, he used descriptive qualitative because he took the data are in the form of words or utterances rather than a number. The finding of his research in the form of code mixing and purpose of code mixing.

The third previous research was conducted by Dias cacrawati (2011) entitled Code Mixing Teenlit Cantiq Canting has concluded, the researcher in teenlit cantiq canting use indonesia language as the main language. In the research, Dias has used Hoffman dan Saville-Troikefor theory. The method of the research is qualitative descriptive. The result of the research are; There are six found in this research, intra-sentential switching, inter-sententia; switching, emblematic switching, and intra-lexical code mixing, establishing continuity with the previous speaker and involving a change of pronunciation, the dominant use is intra-sentential switching. Then the dominant reasons for codes are expressing a group identity. Based on some previous research above, the researcher states that the current research is different from previous research.

The different of background social life, societal culture, and language, especially at Radisson hotel between staff and guest. The staffs who work in the front office are coming from many backgrounds of culture. The staff makes

conversation in Front Office Radisson Golf and Convention Center Batam areas, among other staff, domestic, foreign guests. They are using Bahasa, English to communicate while they are serving guest and the staffs often do code mixing. An example; pak Rendi, kamar 711 minta clean up room trus minta mineral water 2 y. Based on the example,there is communication between Telephone operator and Rom boy regarding the guest request. In the sentence, there is a combination of two different codes or two languages they are Bahasa (pak Rendu, kamar 711 minta...trus...dua ya) and English (...Clean up room ... mineral water ...) Based on this phenomenon the researcher interest to do research.

1.2   Identification of the Problem

The researcher found some problems in this research and identifies the problems, they are;

1.   The habitual use of code mixing by front office staff of Radisson Golf.

2.   Difficulty in understanding type of code mixing used by front office staff of Radisson Golf.

3.   The reasons using code mixing by front office staff of Radisson Golf .

1.3   Limitation of the Problem

Related to the identification of the problem above, the researcher limits this research into two problems because researcher thinks that they are most important

and interesting points to be analyzed. The limitation of the problem is aimed to make this research more specific. The limitations are as follow:

     1. Type of code mixing use by front office staff Radisson Golf.

     2. The reason of using code mixing by front office staff Radisson Golf.

1.4   Formulation of the Problem

The researcher makes the formulation of the problem that it follows on the limitation is revealed in above about the types and the reasons of code mixing used in the staff front office Radisson Golf. The formulation of the problem as follows:

     1.What are the types of code mixing found in front office staff Radisson Golf?

     2. What are the reasons for front office staff Radisson Golf?

1.5   Objective of the Research

Related to the formulation of the problem, the objectives of the research are as follow:

     1. To describe types of code mixing found in the front office staff of Radisson Golf.

     2. To describe the reason of front office staff in Radisson golf to use code mixing.

1.6   Significance of the Research

There are two significances of the research they are theoretically and practically. Theoretically benefits, to enriching the reader knowledge about types and reasons of code mixing and this research can be as a reference for linguistic learning especially bilingual. Practically benefit, this research can be implemented directly by the reader when interacting and communicating in them bilingual community.

1.7   Definition of Key Terms

Sociolinguistics : Sociolinguistics is the study of the ways people use language in social interaction (Chaika in pardede and kisno, 2007, p. 19).

Bilingualism : Bilingualism concern with people who use two or more languages (Hoffman in pardede and kisno, 2007, p. 52).

Code : Referring to neutral label for any system of communication including language (Hoffman in pardede and kisno, 2007, p. 49)

Code mixing : The transfer of lingustics elements from one language into another is code mixing (Hoffman in pardede and kisno, 2007, p. 52)

CHAPTER II
REVIEW OF RELATED LITERATURES AND THEORETICAL
FRAMEWORK

2.1   Sociolinguistics

Sociolinguistics is a study about public relations between social and language. Sociolinguistics is the study of the ways people use language in social interaction (Chaika in pardede and kisno, 2007, p. 19). Sociolinguistic actually derived from two variables, the first is socio variable and second is linguistic variable. Socio basically studies about the social. Linguistic variable studies about language. So, people in social interaction needs language, because the language has the important part of social life.

Sociolinguistics is that part of linguistics which is concerned with language as a social and cultural phenomenon. It investigates the field of language and society & has close connections with the social sciences, especially social psychology, anthropology, human geography, and sociology (P. Trudgill, 1974, p. 32). The sociolinguistic concern with how people behave related to language. So sociolinguistics is learning about languages that are closely related to social and related factors in a social, cultural context, especially how people use the language. Different social identities (eg gender, age, race, ethnicity, class) will speak with different language styles and their conversations change in different situations. To have meaningful communication, the phrase spoken by the speaker will be manifested by the listener in action as a result of both their interactions with social beings in a social context.

2.2 Bilingualism

Most people often speak more than one code and need the code every time they will talk to others. Today, bilingualism has become a common phenomenon. Social interaction always involves communication among community members by using language. While in social interaction, community members often use more than one language in their base language. Bilingualism Concern with people who use two or more languages (Hoffman in pardede and kisno, 2007, P. 52). Bilingualism is found in societies of two or more languages. Among companies living in the same area but they have different languages because they come from several cities, countries or regions. For example, Radisson hotel has 191 staffs come from different city, country & regions. Every day the staff do code mixing.

By viewing the example above, it seems that bilingualism has become a common phenomenon in our society and all community in the world. In other words, since the members of a bilingual community vary in the capacity of mastering the languages used in the community, they have to be able to set a condition where they can communicate effectively. This condition leads them to do code switching and code mixing. In this research, bilingualism takes place in Hotel in which the Staff uses more than one language in the communication or working process. The staff sometimes switches from English to Indonesian or Japanese when they communicate with other staff or hotel guest.

2.3 Code

A code is a system that used by people to communicate with each other. So the term is not only limited to the specific signaling system. For example, how many codes do you speak? I speak two codes, Indonesia and English. Another understanding is that code represents all variation characterized in language; it is defined in terms of mutual intelligible. The register is a code, variation, style code. When two person's communication use two different languages and they are doing the code. One is referring to neutral label for any system of communication including language (Hoffman in pardede and kisno, 2007, p. 49). When two or more people communicate with each other in speech, we can call the system of communication that they employ a code. In everyday interaction, people usually choose different codes in the different situation.

2.4 Code mixing

Code mixing as an alternative choice to show individual or community identity in a group of speaking who use two languages or more in their daily activity. Code-mixing occurs with the need to play a social role in society by communicators. Code mixing happened when the people mix one code language used together to communicate in their society without changing their topic. The transfer of linguistics elements from one language into another is code mixing (Hoffman in pardede and kisno, 2007, p. 52). Like in this conversation as follows:

Conversation I.

Operator   :Good evening one touch service Tia speaking, how may

I help you?

Guest   :Good evening, mbak saya boleh minta mineral waternya

di tambah lagi?

Operator   :Boleh pak, saya info ke housekeeping team untuk antar

ke kamar bapak segera.

Guest   :Boleh, thank you ya.

Operator   : you are welcome.

Conversation II.

Yanti   :Dek tadi ada temukan kacamata milik tamu?

Tia   :Dang hadong

Yanti   :Olok, moliate da.

Based on the conversation above, there are two of conversations. The first conversation between the hotel staff and guest. They used two of languages. English (Good evening one touch service Tia speaking, how may I help you...mineral water… housekeeping team…thank you). Bahasa Indonesia (*mbak saya boleh minta....nya di tambah lagi, Boleh pak, saya info ke… untuk antar ke kamar bapak segera, Boleh, ya*). Code mixing not only used in communication between Bahasa Indonesia into the English language, but also society used in daily conversation from Bahasa into the traditional language. Like in the second

conversation used Bahasa Indonesia (*Dek tadi ada temukan kacamata milik tamu*) bataknese (Dang hadong, Olok, moliate da). This phenomenon often happens in the hotel operational.

2.4.1 Types of Code mixing

According Hoffman in pardede and kisno (2007, p. 52) classifies code mixing into three kinds according to the linguistic elements that involved in code mixing as follows:

1) Intra-sentential Mixing

This kind of code mixing occurs within a phrase, a clause or a sentence boundary. as when a Bahasa-English bilingual said: *"Check-in jam berapa"* this phrase include to type of intra-sentential because the example obave is phrase boundry.

2) Intra-lexical Code Mixing

This kind of code mixing which occurs within a word boundary.

"kukeep" The example above is kind of type intra-lexical because a word boundary. Prefix *"ku"* is bahasa indonesia & it suppose to use in bahasa indonesia word boundary but, prefix "ku" from the example bound in english word.

3) Involving a Change of Pronunciation

This kind of code mixing occurs at the phonological level, as when Indonesian people say an English word, but modify it to Indonesian phonological structure. For example, *the word 'mall nearby' is said to be "mal nierbai"* by

Indonesian people. While Musket explains that there are three distinct types of code- mixing operant in different bilingual speech communities:

2.4.2 The Reasons Mix Languages

There are seven main of reasons for why the society do bilinguals to switch or mix their languages (Hoffman in pardede and kisno, 2007, p. 58). The reasons are:

1. Talking about a particular topic

People sometimes prefer to talk about a particular topic in one language rather than in another. Sometimes, a speaker feels free and more comfortable to express their emotional feelings in a language that is not their everyday language. Example: hari ini ada 200 kamar yang akan **check-in** jadi kita akan full house.

2. Quoting somebody else

People sometimes like to quote a famous expression or saying of some well-known figures. In Indonesian, those well-known figures are mostly from some English-speaking countries. Then, because many of the Indonesian people nowadays are good at English, those famous expressions or sayings can be quoted intact in their original language. Example: kata Martin Luther " if I cannot do great things, I can do small things in a great way.

3. Being emphatic about something

Usually, when someone who is talking using a language that is not his native tongue suddenly wants to be emphatic about something, he/she, either

intentionally or unintentionally, will switch from his second language to his first language. Or, on the other hand, there are some cases where people feel more convenient to be emphatic in their second language rather than in their first language. Example: **sorry** banget ya, aku tidak tau kalau kamu lagi di timpa musibah.

4. Interjection (Inserting sentence fillers or sentence connectors)

Language switching and language mixing among bilingual or multilingual people can sometimes mark an interjection or sentence connector. It may happen unintentionally or intentionally. Example : **OMG** masalahnya kok semakin rumit **shit.**

5. Repetition used for clarification

When a bilingual wants to clarify his/her speech so that it will be understood more by the listener, he/she can sometimes use both of the languages that he masters saying the same utterance (the utterance is said repeatedly). Example: breakfat kita di sni enakloh pak, makanya banyak yang mau **sarapan** disini.

6. Intention of clarifying the speech content for interlocutor

When bilingual talks to another bilingual, there will be lots of code switching and code mixing occur. It means to make the content of his/her speech runs smoothly and can be understood by the hearer. Example: untuk masyrakat Batam di harapkan untuk selalu care lingkungan, anggaplah Batam is my home.

7. Expressing group identity

Code switching and code mixing can also be used to express group identity. As it has been mentioned previously, the way of communication of academic people in

their disciplinary groupings, are obviously different from other groups. Example: good morning Radisson Golf & Convention Center, Tia speaking how may I help you? The example above is Radisson greeting by telephone.

2.5 Previous Study

In the previous research, the researcher uses some researchers that related to this topic that maybe able to support this research. The previous research from Sumarsih (2014) entitled *Code Switching and Code Mixing in Indonesia: Study in Sociolinguistics Indonesia*. The method of this research is qualitative, which used interview techniques, questionnaires, observations and records for taking the data. The data from communities in North Sumatra with used Jendra (1988) theory. Location of research subjects was: Department of English Language and Literature Universitas Negeri Medan, Faculty of Literacy of Universitas Darma Agung, Universitas HKBP Nomention, SMA Negeri 1 panyabungan and SMK Swasta Merpati Nusantara Siabu Mandailing Natal. The result of the research is code switching and code mixing in Indonesia have been divided into three classes. They are word class, phrase class, and sentence class. Interestingly, the word level is the highest number that is occurred in Indonesia.

The second previous research by Sapruto (2013) entitled The Analysis of Indonesian-English Codes Mixing Used in "Marmut Merah Jambu" Novel. The research used Suwito (1985). In his researcher, he analyzed the forms of code mixing, the purposes of Indonesian-English code mixing used, and the lexical meaning of Indonesian-English code mixing that found in the novel entitled

Marmut Merah Jambu written by Raditya Dika. In the method, he used descriptive qualitative method employs a technique of seeking, collecting and analyzing data. Collecting, analyzing and interpreting data and finally drawing a conclusion only applies the collected data not for a generalization because he took the data are in the form of words or utterances rather than a number. Method of collecting data was observation, test, interview, and questionnaire. The finding of his researcher in the form of code mixing and purpose of code mixing.

The third previous research in the research is Dias cakrawati (2011). It was about Code Mixing Teenlit Cantiq Canting it was concluded, the researcher in teenlit cantiq canting use indonesia language as the main language. In this research, Dias cakrawati was used Hoffman dan Saville-Troikefor theory. Then there are six types and reasons find out in teenlit cantiq canting, intra-sentential switching, inter- sentential switching emblematic switching, and intra-lexical code mixing, establishing continuity with the previous speaker and involving a change of pronunciation.

The dominant use is intra-sentential switching. Because in the teenlit cantiq canting has many sentences or clause interested by the words English and besides that, also find out ten causes happened of codes, but has not explained it all. She just mentions one dominant cause is expressing group identity. This causes many characters in teenlit cantiq canting live in the modern community. Some of the conversation in their community uses Indonesian, English, and Traditional language to communicate in every day. The method of the research is qualitative descriptive. The result of the research are; There are six found in this research,

intra-sentential switching, inter-sententia; switching, emblematic switching, and intra-lexical code mixing, establishing continuity with th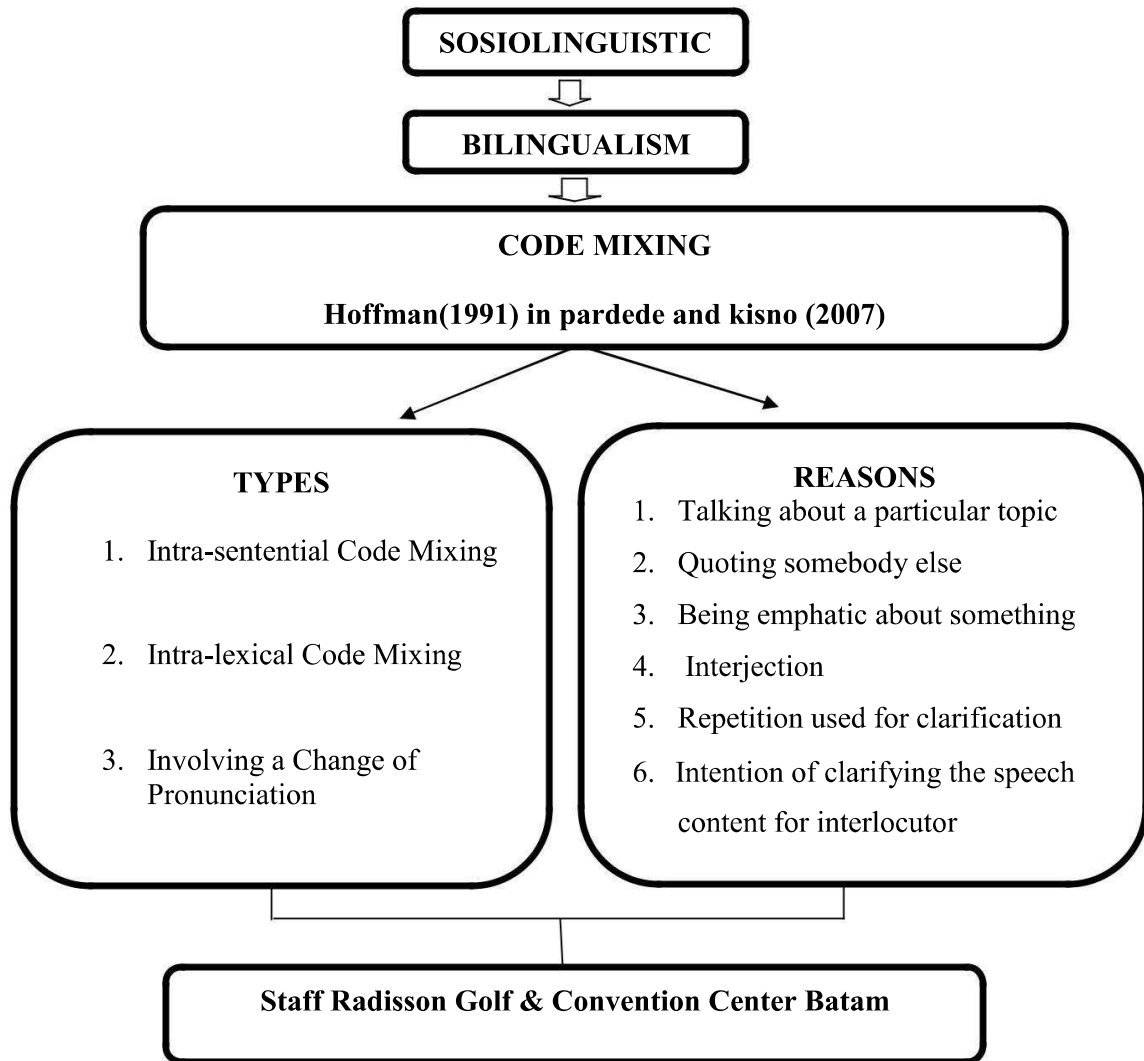e previous speaker andin volving a change of pronunciation, the dominant use is intra-sentential switching. Then the dominant reasons for codes are expressing a group identity.

Based on several previous research, the researcher looked the differences (Tittle, theory, sources, the method of collecting data, result) and the similarities (topic, research method). The researcher use it for references in this research. In addition, previous research and this reseach also have similarities to provides more knowledge of the code mixing phenomenon that is also common in the conversation and the researcher be more motivated to do this research.

2.6 Theoretical Framework

This research contains the framework which gives a brief summary to help the researcher to reach the goal during analyzing data and to make the readers easier to understand this research by presenting it in main point diagram.

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┌─────────────────────────────┐
│      SOSIOLINGUISTIC        │
└─────────────────────────────┘
              ⇩
┌─────────────────────────────┐
│        BILINGUALISM         │
└─────────────────────────────┘
              ⇩
┌───────────────────────────────────────────────┐
│                 CODE MIXING                    │
│                                                │
│     Hoffman(1991) in pardede and kisno (2007)  │
└───────────────────────────────────────────────┘
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TYPES

1. Intra-sentential Code Mixing

2. Intra-lexical Code Mixing

3. Involving a Change of Pronunciation

REASONS

1. Talking about a particular topic

2. Quoting somebody else

3. Being emphatic about something

4. Interjection

5. Repetition used for clarification

6. Intention of clarifying the speech content for interlocutor

Staff Radisson Golf & Convention Center Batam

Figure: 2.1 Theoretical Framework

This design is a short-term content of this research. As the outline above, the researcher used theoretical framework because it is the focuses on the analysis process and this framework shows the steps of the way An Analysis of Code Mixing Types and Reasons used found in Staff of Radisson Golf. By using (Hoffman 1991 in pardede and kisno, 2007)

CHAPTER III
METHODOLOGY OF RESEARCH

3.1 Research Design

This research began when researcher saw the phenomenon of codemixing that occurred in the Radisson hotel.This is often done by the front office staff while doing the work. When this research is done, the researcher monitors the interaction that occurs directly. Then researcher makes design and planning to know the steps that will be done when researching.

This research is a qualitative research. Qualitative research are also called as a naturalistic research method because the research conducted on natural condition (Sugiyono, 2012, p. 8). This research designs because the phenomenon that appears naturally as it isseen by the researcher in the field research process. The researcher makes planning before going to the research field is to make sure that the researcher at least knows what to do later on the field.

3.2 Object of the Research

The object of this research is code mixing especially types and reasons and it is found in Radisson Golf & Convention Center Batam. In this research the researcher focus on the intra-sentential mixing, intra-lexical code mixing, involving a change of pronunciation and staff reasons doing the code mixing.

3.3   Population and Sample

3.3.1 Population

Population in this research is the staff of Radisson hotel, with a total of 201 employees. Population is individual by the group have quality and specific terms (Nazir, 2003, p. 271). A population took by the researcher is all staff in Radisson Golf & Convention Center Batam. So this population is not limited. The staffs graduated are senior high school and some of them have graduated university than all staffswere familiar with the English language. It causes the hotel guest are mostly Foreigner guest. For local guest serving by using local language (Bahasa Indonesia).

3.3.2 Sample

The sample is probability sample. A probability sample is a sample taken from same consideration which that individual of the element from the population not based on the individual privacy (Nazir, 2003: p 271). For this research, the researcher limits the sample to employees who work in department front office. The samples are taken from verbal sentences that used in the conversation between front office staff at Radisson Golf & Convention Center Batam with the hotel guest. In the front office, there are 26 staffs and all of them used code mixing while they are working.

3.4 **Method of Collecting Data**

In collecting the data, the techniques that researcher used in this research observation. The researcher records the activity, observes the situation and condition of the subject. Method of collecting data is how the researcher collects data and steps of the researcher collects data. There are some ways to collect the data such as study document, observation, test, interview, and questionnaire (Sugiyono, 2012 p 226). The techniques are recorded and note (Sudaryanto, 2015 p 210). Recorded and note the important things that happen in the front office staff when they are serving the guest in the hotel. The researcher takes the data from the conversation when the front office staffs make the reservation, to book a room by telephone when the guest requests something from the room by telephone, briefing,check-in and check-out process. This research was conducted from 04 April 2018 to 30 July 2018.The steps in collecting data can be seen from the following steps;

1. The first step collected data by record all front office staffs conversation.

2. The second step is the researcher listened to the recordings.

3. The third step is the researcher noted the conversation that contain code mixing.

4. The fourth step is to categorize the code mixing found in the record for analysis.

5. The fifth step is the researcher counted and concluded all the data research.

3.5 Method of Analyzing Data

After all the data are completely collected, then the researcher analyzes the data. Content analysis is a step by step process designed to investigate the content of captured information (Walizer and wienir, 1978). Then researcher analyzing follows the steps;

1. Classify the data based on the types, the reasons code mixing. The researcher will explain in the paragraph to shows the three types, seven reasons of code mixing and the context of each category found in the conversation front office staff Radisson hotel.

2. summarized the finding. In this step, the researcher shows three types of code mixing are found. Also, the researcher will classify the reasons based on the context each category are found in the conversation staff front office Radisson hotel.

3.6 Method of Presenting Research Results

In this research, the researcher chooses the way to present research result of data in the informal form which is presented by using sentence or paragraph because this research is aqualitative research. The most frequent to display the data in qualitative by using narrative text (Sudaryanto, 2015:241). The research result present in words or paragraph form. Then, the researcher gives some explanation and conclusion for more detail result. The researcher presents the result of data analysis based on the purposes of the research to make the reader easily to understand.