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**CODE-SWITCHING PRACTICES AMONG WAITERS/STAFF AT AMBER RESORT RESTAURANT IN LOMBOK, INDONESIA**

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*The aim of this research is to analyse the factors involved in the use of code-switching among waiter and staff at Amber Beach Resort's restaurant operations. The data collection methods used in this research include a documentation study based on various theoretical references obtained from books, scientific articles, and both print and online media. Secondly, in-depth interviews were conducted with informants, specifically waiters and waitress at the Amber Resort Lombok restaurant in Indonesia. Thirdly, direct observations were made at the research location by observing the service process carried out by the restaurant staff and the use of language transfer while providing services to guests. Based on the results of the discussion, it can be concluded that the researcher identified four factors involved in code-switching among the waitstaff at the Amber restaurant. These four factors are participants (greeters and receivers), setting, topic, and function. The factors align with the theoretical framework previously described and are reflected in the real activities at Amber Resort. It was observed that participants come from the same work area and situation. Code-switching occurs among waiters and managers on specific topics related to restaurant and hotel management. They use code-switching for repetition and clarification, to emphasize points (express solidarity), to show tolerance by clarifying speech content for the interlocutor, and to refine or strengthen requests or orders.*

**Keywords:** Code Switching, Waiters/staff, Amber Beach Resort Lombok.

**INTRODUCTION**

Code-switching involves using two or more languages or dialects within the same conversation or written text. This practice is typical among bilingual or multilingual individuals and often occurs when they blend elements from different languages in their everyday communication (Hana, Sarwiji, & Sumarwati, 2019; Munandar, 2018). Various factors can trigger code-switching, such as a shift in topic, the presence of an additional person, or adapting to a specific role or situation. Although code-switching is closely linked to multilingualism, it differs from other language contact phenomena like borrowing, pidgin, and creole. A related concept is code-mixing (Mary, 2022; Wikipedia, 2023).

Code-switching offers several significant advantages. Firstly, it enhances communication by allowing individuals to express complex ideas or emotions more effectively, utilizing the linguistic resources of multiple languages. This enables speakers to

find the most accurate words and convey their thoughts clearly and understandably (Adlan Asyaff, 2023; Mary Glowacka, 2022). Secondly, code-switching promotes cultural integration and inclusion, especially in multicultural environments. It fosters a sense of belonging and connection among individuals from diverse linguistic backgrounds, creating an inclusive atmosphere where people feel comfortable expressing themselves in their native languages (Mary, 2022). Thirdly, it aids in building rapport and fostering good relationships, particularly in educational settings. Students can use code-switching to better understand and support each other, contributing to a cooperative and warm classroom environment (van Romburgh, 2022).

Additionally, code-switching can be a tool for resilience and empowerment in contexts where individuals face discrimination or prejudice based on their language or cultural background. It allows people to assert their identity and navigate challenging situations while maintaining control and agency (Julia Childs Heyl, n.d.). Finally, code-switching offers flexibility and adaptability, enabling



individuals to navigate different social and professional contexts more effectively. Bilingual or multilingual employees can switch languages to align their communication with the dominant culture in their workplace, helping them build stronger relationships with colleagues and clients (Mary Glowacka, 2022).

Code-switching frequently occurs when there's a shift in the syntactic structure of a sentence. For example, one sentence might be spoken in language A, while another is in language B. This practice is common in everyday conversations, as illustrated by the sentence, "kamu harus berpikir positif sama saya." In this study, the focus is on examining elements of code-switching and language-switching. In the given example, the code-switching element uses Indonesian ("kamu harus berpikir... sama saya"), while the language-switching element incorporates English (positive thinking). Speakers often switch from Indonesian to foreign languages to showcase their education or social status.

In General, code-switching is prevalent in daily communication involving direct conversation. Another instance is when people mix Indonesian with a regional language or their mother tongue, such as Sasak, or switch between English and Indonesian. Speakers use code-switching to express their identity, especially in specific roles like a waiter, manager, or bartender. This is evident in operational situations at places like Amber Beach Resort, Selong Belanak, Central Lombok. For example, someone might say, "Mas, bisa tolong ambilkan saya long bar spoon itu?" (Mas, can you take it me that long bar spoon please?).

Regarding the example mentioned earlier, the author is intrigued by researching code-switching due to the observation that it has become increasingly common in daily conversations, particularly within the hospitality industry. With the growing emphasis on efficient communication in today's society, people often employ various linguistic codes, including Indonesian, Sasak, English, and other languages. This study aims to delve deeper into the use of code-switching

in daily communication, specifically focusing on conversations among waiters at Amber Resort Lombok. These waiters frequently switch between languages, possibly influenced by informal settings and interactions with colleagues. Despite the debate over the correctness of code-switching usage, the author is keen on exploring the diverse linguistic aspects and underlying reasons for its prevalence. Based on this rationale, the author conducted an analysis of code-switching phenomenon within the restaurant operations at Amber Resort Lombok, with a particular emphasis on identifying the factors contributing to its use among waitstaff

## REVIEW OF RELATED LITERATURE

Thus far, Code-switching refers to the practice of alternating between two or more languages or dialects within a single conversation or communication exchange. It can occur at various linguistic levels, including within sentences, phrases, or even individual words. Code-switching often happens naturally and spontaneously, particularly among bilingual or multilingual speakers, as they navigate different social, cultural, or situational contexts. There are several reasons why people code-switch. It can be a way to express identity, establish solidarity with a particular social group, or convey specific nuances that might be better captured in one language over another. In some cases, code-switching serves pragmatic purposes, such as when a speaker lacks the vocabulary in one language to fully express a concept and seamlessly incorporates words or phrases from another language.

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

There are three main types of code switching, (Suhardianto & Afriana, 2022; Wibowo, Yuniasih, & Nelfianti, 2017):

1. Inter-sentential Code Switching: This type of



code switching occurs at the beginning or end of a sentence. It is most common among fluent bilingual speakers and involves switching between languages within a sentence boundary

2. Intra-sentential Code Switching: This type of code switching occurs within a sentence, often without any noticeable pause or hesitation. It is characterized by the insertion of elements from one language into another within the same sentence.
3. Extra-sentential (Tag) Code Switching: This type of code switching involves inserting a word or phrase from one language into another, usually in the form of a tag question or conjunction. It is often used to add emphasis or clarify a point.

There are several functions of code-switching, which are categorized based on their purposes and effects on communication. Here are some of the main functions, (Artiasih & Jayantini, 2022; Hamdan, 2023):

1. Referential Function: This function involves using a different language to clarify or provide additional information about a topic. It helps to ensure that the intended meaning is conveyed effectively.
2. Directive Function: This function involves using code-switching to give instructions, commands, or directions. It helps to maintain order and control in a conversation
3. Expressive Function: This function involves using code-switching to express emotions, attitudes, or personal opinions. It helps to convey the speaker's feelings and add emphasis to a point.
4. Phatic Function: This function involves using code-switching to establish social relationships, build rapport, or create a sense of community. It helps to facilitate communication and create a friendly atmosphere
5. Metalinguistic Function: This function involves using code-switching to comment on language itself, such as explaining linguistic concepts or discussing language use. It helps to promote language awareness and

6. Understanding
7. Poetic Function: This function involves using code-switching to create a poetic or artistic effect, often for aesthetic purposes. It helps to add creativity and beauty to language use
8. Reiteration Function: This function involves using code-switching to repeat or reinforce a message to ensure it is understood. It helps to clarify any misunderstandings and promote effective communication
9. Conflict Control Function: This function involves using code-switching to manage conflicts or disagreements. It helps to resolve issues and maintain harmony in a conversation.
10. Equivalence Function: This function involves using code-switching to find equivalent words or phrases in another language. It helps to bridge gaps in linguistic competence and facilitate communication.

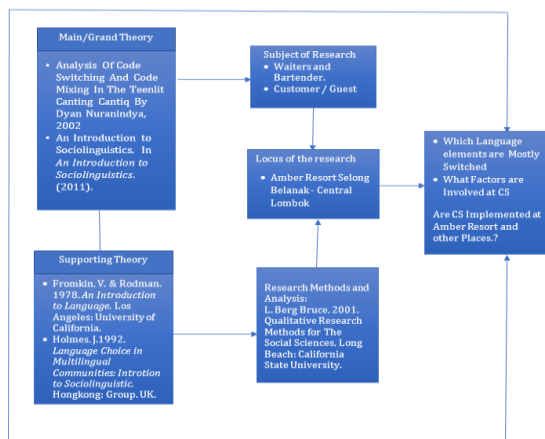
## RESEARCH METHODS

This research adopts a qualitative approach, focusing on the daily interactions of waiters involving code-switching. Data collection involved note-taking during these interactions, which were then transcribed into conversational transcripts and analyzed using the theoretical framework proposed by Deckert & Vickers (2011). This framework examines four main aspects: participants, conversation topics, background, and the function of code-switching.

The study is characterized as qualitative descriptive analysis and employs a structured research methodology. This methodology begins with an exploration of the research subject to gather detailed information descriptively. Consequently, the research is designed as a qualitative descriptive study, focusing on surveying/observing data, collecting data, and drawing conclusions grounded in reality.

Conducted at Amber Beach Resort in Central Lombok, Indonesia, the research spanned six months from February to June 2023. Data collection methods included documentation studies based on theoretical references from various sources, in-depth interviews with waiters/waitresses at the resort's restaurant, and direct observation of service processes and language usage during interactions with restaurant guests. Following data collection, the subsequent steps involve transcribing the recorded data to written form and classifying it according to the theoretical framework used in the research, culminating in the drawing of conclusions.

**Figure 1. Conceptual Framework of code Switching at Amber Restaurant Operation.**



## RESULTS AND DISCUSSION

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

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

#### 1. The participants (Addressor - addressee)

Code switching related to the

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

#### 2. The setting

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

#### 3. The topic

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



operation and served the guest if they switched to the different topics so the Sequence of service would not be running well. Therefore, they focus on one topic is about restaurant operation and the communication that they used in daily conversation was in restaurant around amber resort.

#### 4. The function

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

## DISCUSSION

### 1. Data obtained from Observation

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

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

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

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

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

### 2. Data obtained from Audio recording

When the researcher asked about why the staff use code Switching during the operation, he answered



is to make sure that the order was not overlapping and miss laying, and we used Code Swathing in our daily routine is to applied the SOP and the terminology of Food and Beverage, also Sequence of service was used English and French terminology.

### 3. Data obtained from Note Taking.

- A. The correlation with social factors that affect code switching, (Deckert & Vickers, 2011) mentions that there are four social factors that generally affected one code choice are: (a) the participants or speaker-hearer, (b) the setting, (c) the topic, and (d) the function. The participant among the restaurant was consist of Speaker and hearer those are referees to the waiter and supervisor also manager, they communicated each other by using English, Indonesian and Sasak language in term of restaurant operations. In sum the participant in this research were: Waiter, supervisor and manager of F&B Service.
- B. Setting: Where the Code Switching took place is in restaurant Amber resort Selong Belanak. Participants live and when they talk each other are also influence in selecting appropriate code or varietis of code among the writer. The participants were living in Lombok or live in the same job location it also affected to the quality of communication, therefore they were influenced by the location where they live in which the majority and department at their work area. For instance utterance.
- C. The topic: People may switch code within a speech event to discuss topic bilinguals often find it is easier to talk about topics in one code rather than another. They mostly used Hotel Management, restaurant management as their main topic rather than another topic. But in some cases, they use other topics such as: religion, politics, or economics acquire formal codes, whereas the topics like love, friend or family need an informal one. Wardaugh, (1998) in trisna 2018 said a code switching.

### CONCLUSION

Based on the results of the discussion

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

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