The Use of Code Switching Among Waiters in Restaurant and Bar Operations at Amber Resort-Selong Belanak Central Lombok

Ainul Yakin[1*], Endang Sriwahyuni[2], Lalu Ahmad Zaki[3]

[1,2,3]Politeknik Pariwisata Lombok
E-mail Corresponding Author: ainul.yakin@ppl.ac.id

Article History	Abstract
	The purpose of this study is to analyze what language elements are most widely used in code-switching among waiters at Amber beach resort restaurant. The data collection methods used in this research include document study, field research, collecting data by recording respondents, taking notes (Note Taking) on managers and F&B Service staff at Amber Beach Resort Restaurant. The results found that the language elements that experienced the most code switching were from Indonesian to English and Sasak language to English. Waiters/managers and other staff mostly use Indonesian to English elements.

INTRODUCTION

Language as a means of communication has an important function in people's daily life. Many factors influence the use of language and one of them is social factor. According to Suhud et al., (2020) certain factors like whom you are talking to, the social context of the talk, the function, and the topic of discussion turn out to be important for language choice in many kinds of language communities. These factors determine the choice of language varieties. One of the varieties is the use of code. Code as a term is used instead of language, speech variety, or dialect. It is sometimes considered to be more neutral than others. People can use "code" when they want to stress the use of language or language variety in a particular community Gonzalez et al, (2008) Some people like to communicate with each other using one language code that is switched with another language code that relates to what is being said.

Code-switching usually occurs in the syntactic structure within a sentence. Thus one sentence, one is spoken in language A and the rest in language B. The code-switching that usually occurs in daily conversation such as, "*kamu harus Positive thinking sama saya*" *(you have to be positive thinking to me).* In this case, this research tends to explore the code-switching element and the code-switched element. As the the illustration above, the code-switching element is Bahasa Indonesia *(kamu harus..... sama saya)*, while the code-switched element is English *(positive*

thinking). The speaker switched up Bahasa Indonesia and a foreign language to show off their education or social status in their society.

Primarily, code-switching is probably occurring in conversation directly in daily communication. There is another example that they also switch or mix Bahasa Indonesia with their vernacular language or mother tongue (Sasaknese) and also from English into Indonesian. The speaker used code-switching to show his/her identity as a waiter/manager and bartender as what phenomenon happened in restaurant operations at Amber beach resort Selong Belanak Central Lombok. For instance, "*Bro, tolong ambilkan saya long bar spoon itu*"(*Brother, can you take for me that long bar spoon?*).

Based on the example above, the writer is interested in investigating code-switching because we know that the way people nowadays communicate effectively and efficiently, makes code-switching seem like a common thing that usually occurs in daily conversation among people. People tend to use different codes when they are talking, such as Indonesian, Sasak English, and so on. (Wibowo et al., 2017), certain factors such as who is being talked to, where and for what reasons are important, and the topic of the discussion, turn out to be important in accounting for switching codes (variety). (Wibowo et al., 2017) also state that there are three important social factors in code choice: participants, settings, and topic. It is called "domain", a domain is an abstraction that refers to a sphere of activity representing a combination of specific times, settings, and role relationships. The example is as follows:

"*Ok sir, sekarang saya akan pulang, tired juga neh*".(*Ok sir, now I will go home, I am so tired*).

In the example above, the speaker switches up two different codes, there are Indonesian as the code-switching element *(....sekarang saya akan pulang,......juga neh),* and English *(Ok boss....tired)* as a code-switched element.

In this research, the writer chooses conversation through daily communication as data sources from the waiters, bartenders, and baristas at Amber Resort Lombok. The waiters use two languages in their utterances. Those codeswitching above may be the result since conversations are designed in informal situations and talks among other servers. Whether this is right or wrong to do codeswitching in speaking, it is interesting for the writer to know the linguistic forms of it and the reasons for its use.

Based on the explanation above, the writer is interested in analyzing the codeswitching phenomenon in Restaurant Operations at Amber Resort Lombok particularly codeswitching used by the waiter, bartender, and barista during the operations. the aims of this study are as follows to analyze what language elements are most used in code-switching among waiters at Amber beach resort restaurant.

RESEARCH METHOD

The data was collected by using Note Taking among waiters in daily interaction on code – Switching and transcribed to the list of conversation, and the analysis use (Deckert & Vickers, 2011) the theory of code switching which focus on four points such as, participant, topic and

setting dan function of code switching. This research is a qualitative descriptive analysis and will use the suitable condition and the research type which will be conducted. According to (Wasir, 2014). *"Metode Penelitian"* this research design is a process requiring a planning, in doing a research which is begin by investigating the research object to obtain information and to dig descriptively the fact in the form of description. Based on these objectives, this research was designed in a descriptive qualitative manner for three main things, namely surveying/observing data, collecting data, and summarizing data based on reality.

Data collection methods used in this study include document studies, field research, collecting data by recording respondents, taking notes (Note Taking) on managers and F&B Service staff at Amber Beach Resort Selong Belanak Restaurant, Central Lombok. And summarize the data based on reality. After the data is collected the next steps to be taken are as follows:

1. Transcribing Data: At this stage, all data collected through recording was transcribed. This was done to get the data in written form and the interviewees quoted directly from the written data.
2. Classifying: After transcribing the data into written form, the researcher will classify the data into the theories used in this study and the data will be traced to the conclusion as the final step.

RESULT AND DISCUSSION
Language Elements Mostly Code Switched the Code-Switching Elements
This part presents the list of code-switched elements used by the participants when they talk to others through conversation. The conversation took place between the manager, supervisor and the waiter at Amber Beach Resort Selong Belanak, the language elements are mostly code switched by the waiters at amber beach resort restaurant operations at Breakfast and lunch Time.

1. **Code switching elements from Indonesian to English elements.**
At the first data collected, the researcher found that language element usually used from Indonesian to English and English to Indonesia event Sasak to English and Indonesia the real conversation can be seen from example below:

"*Bro, Sugar bowl, sugar bowl nya mana? Yes please, we check it, Ya ini tea spoon nya …Soucer, soucer ini soucer…, Tea spoon please: (the data gathered from observation).*

These sentences indicated the waiter inform to the other waiter to convince that they has been deliver to the guest and the waiter said …*Soucer, soucer ini soucer…*the use of code switching at Amber restaurant beach resort were mostly used to communicate their intention and their duty to make the operational running smoothly and clearly as what (Deckert & Vickers, 2011) stated that the speakers used Code Switching was to deliver their intention and solidarity to the hearer.

As the criteria of codeswiching, according to Kachru and Sridhar in Syahdan (1996:33), "codeswitching can be implemented in the words, clauses, sentences, and idioms. These are not adapted or assimilitated into the linguistic system of the other language and the switching is

motivated by complex factors." It means that the waiter may switch some linguistics forms such as words, phrases, clauses, or sentences from one to another language when it is constructed based on the grammar of another.

The Second Recorded were taken from the same restaurant but in different time, the recording were taken from lunch time when the guest looking for the food while surfing. The conversation mostly used Indonesian Switch to English as what the example below:

> *…Two Lombok Coffee (staff)…, No sugar ya ?.., Cung, yang Lombok coffee dua?,…101 blueberry sparkoo satu, sama yang tadi 202 yang lemon juice belum ditulisin, di print out dia di pool satu, lemon juice pool satu, blueberry sparkoo 101 poll dua (staff),…Udah cutleriesnya udah, yang D spoon nya dua,..Ini kan ini, ice latte.., Outside guest ya ?.., Yes, only the nanas and very much ya!... (the data gathered from observation).*

The second recording occur on the same restaurant but with different guest, in this data recorded the manager and the waiter always use Indonesia to English code Switched even as Intersentensial and Interasentensial as what de Javu said on the previous theory. The waiter pronounced…*Cung, yang Lombok coffee dua?…* was indicated that the other waiter ordered the coffee for the guest and they used code switching to make sure that the order able to make and they deliver to the guest and also these cases indicated and in line with the theories used in this research. The Code Switching below was to clarify what is Sahdan and (Troike, 2016) stated that the speaker expressed the language to soften or strengthen request or command, because of real lexical need. Code Switching of Indonesian to English dominantly used during the operation at Amber Beach Resort, the special case show below was strengthening what Sahdan, 2012 said Types of CS: Intersentential CS is the use of two or more languages in a conversation where switching occurs only at sentence boundaries, Intrasentential CS is the use of two or more languages within a single sentence.….*Yang avocado tadi itu ente taruhin susu ? tak boleh begitu namanya juice itu harus murni ndak boleh begitu, **next time** jangan ya …*This sentences included to Intrasentensial Code Switching`because the Word ère in the middle of sentence not in after a main point of the sentence.

For the reasons of codeswitching, the writer quotes it from some linguists. Hoffman (1991) describes six reasons of codeswitching such as: talking about a particular topic, quoting somebody else/quotation, being emphatic about something, interjection (inserting sentence fillers or sentence connectors), repetition used for clarification, intention of clarifying the speech content for interlocutor. Three additional reasons of codeswitching are given by (Saville-Troike, 1986), namely, to soften or strengthen request or command, because of real lexical need, to exclude other people and also three reasons from Crystal (1987), those are to express his/her self, to express solidarity, and to convey his/her attitude to the listener.

In the other hand as what was (Hoffman, 1991) said the code switching is indicate the repetition used for clarification, sometimes the staff in restaurant did not hear the instruction from other staff the they need to clarify the sentences in order to make the instruction to be clear for example:

> *…Satu coffee with milk pak sama satu black tea (female staff, Ya, with milk sama satu black tea ya, .sama satu tea spoon pak, Hot milk ya? (female staff)…Nanti tea spoon, straw clear up kesini ya (male staff/cashier).*

These sentences were very common in daily communication, but it will be bias if they did not do the repetition by the bartender or cashier in bar counter at restaurant of amber resort selong belanak. Miss taking order will be happen when on of the staff did not don the repetition to make sure that the order is right. The expression above was indicated what Deckert & Vickers (2011) in their statement that friendly relationship involving minimal social distance (such as neighbor or friend) is generally expressed in the low code: e.g. Indonesian Sasak. Borrowing and code switching are both by-products of bilingualism.

The use of code switching among waiter and manager based on the observation dominantly use Indonesian to English language element in sveral position such as, room service, restaurant and bar tender and in pool area.

2. Code Switching Elements From Sasak to English Elements.

The second analysis from the data were collected during the manager were having conversations among them in the restaurant at Breakfast time. It involves any waiter interactions such as talking to one another, telling and giving information, mentioning particular term such as courses name, and other interactions during their work in restaurant and bar counter. The data were taken randomly for the date, but for the time, it is determined by the writer considering the writer's time. It was recorded for four times and getting some data finding in restaurant at Amber Resort Central Lombok. Another data found come from the waiter and bartender were switch the code from Sasak to English as what we find below:

> *…Laguk bareh taok out nih…, Bareh tie out…., Sak out anuk engkah breakfast…*

The language elements used of above the example is Sasak to English, this conversation commonly occured during the operation at amber restaurant in order to know and to understand the meaning of guest ordering and they tends to mix and switch the language.

> *…Baitan small water tie please,…Tie aran ice coffee, susu te kocok ada perbedaan ice coffee, latte, capucino..,Telu gelas sekek bintang,…,Small water sekek!…. Harusne kadu susu, adekne ndek hambar, bro…*

From the example above, the writer found that the most frequently code-switched elements were Indonesian. It caused by the speaker's background lack of English Learning and he uses Indonesian language in daily communication in work place also in his family at home, other code-switched element is Sasak to English is because the participants are living in the Lombok since they are born, therefore they were influenced by the location where they live in which the majority speak Sasak. For instance during the conversation the often use Sasak ini

their communication for example: *Baitan small water tie please." (take the small water please)* it means that the staff want to take the small water (*Air mineral Tanggung*) for the guest. from the utterance above we can conclude that the code-switching element is Indonesian switch to English and second was code switched element from Sasak switched to English.

> *Code swith from Sasak to English: Harusne kadu susu, adekne ndek hambar, coffee tie bro...*

This utterance also refrelcted to the Hoffman (1991) describes six reasons of codeswitching such as: talking about a particular topic, quoting somebody else/quotation, being emphatic about something, interjection (inserting sentence fillers or sentence connectors), repetition used for clarification, intention of clarifying the speech content for interlocutor. The example of this research was indicated the intention of clarifying the speech content for interlocutor because sometimes the staff or bartender in bar counter did not hear or forget to put the milk on the Coffee latte to make the product perfect and ready to serve.

This unit found that second code switching were coming from Sasak – English language element. Regarding to the area of living they tends to use sasak in daily communication event in restaurant, they usually use code switching in daily service during the operation at amber beach resort.

DISCUSSION

The result found in this research is from Chloros (2009) theory was the same part in restaurant operations which the waiter always use the language element in code switching from Indonesian to English, Sasak to English and sasak to Indonesia language element. The similarities can be seen at previous chapter which the language element mostly used Indonesian to English as daily communication during the operations at amber restaurant.

To answer the research question at chapter 1 (one) the researcher formulated the data from the data collection methods by using: observation, audio-recording and note taking, data analysis used in this study is qualitative descriptive. The way how collecting the data used is surveying/Observing data, collecting data and concluding data based on reality.

Language elements were mostly used in code switching among waiter at amber restaurant.

1. Data Obtained From Observation

Based on code switching focusing of language element used among the waiter and manager at restaurant operations of amber resort. The tends to use Indonesian - English language Code Switching and Sasak to English code Switching as what the expression stated below:

> *......Sugar bowl, sugar bowlnya mana?....*
> *.....Ya ini tea spoonnya........*
> *..... Laguk bareh taok out nih.....*

The use of code switching at amber resort is one of the techniques to make clarification, repetition and make sure the order exactly right in order to know the product did not miss in servicing beyond the SOP. Another expression was found at the second recording when the guest was in restaurant and having breakfast. This utterance is happening between waiter to another waiter during the operation.

......Sugar bowl, sugar bowl nya mana? Yes please, we check it, Ya ini tea spoon nya ...Soucer, soucer ini soucer..., Tea spoon please: (the data gathered from observation).

These sentences indicated the waiter inform to the other waiter to convince that the has been deliver to the guest and the waiter said *...Soucer, soucer ini soucer....* the use of code switching at amber beach resort mostly used to communicate their intention and their duty to make the operational running properly and clearly as what Deckert & Vickers, 2011 stated that the speakers used Code Switching was to deliver their intention and solidarity to the hearer.

2. Data obtained from Audio Recording

Data obtained from audio recorded was related to Saville-Troiketheory, the real example can be seen below:

.........Ini kan ini, ice latte, Outside guest ya ?.., Yes, only the nanas and thank you very much ya!..

The data recorded occur on the same restaurant but with different guest, in this data recorded the manager and the waiter always use Indonesian to English code Switched. According to Saville-Troike these kinds of statement is include of Intersentensial and Interasentensial Code Switching. The waiter utterance... *Ini kan ini, ice latte, Outside guest ya ...this utterance* was indicated that the other waiter ordered the ice latte for the guest and they used code switching to make sure that the order able to make and they deliver to the guest and these cases indicated and in line with the theories used in this research.

The second example of Code Switching below is to clarify what Sahdan and Saville-Troike stated that the speaker expressed the language to soften or strengthen request or command, because of real lexical need. special case show below was strengthening what Sahdan, 2012 said Types of CS: Intersentential CS is the use of two or more languages in a conversation where switching occurs only at sentence boundaries, Intrasentential CS is the use of two or more languages within a single sentence.....*Yang avocado tadi itu ente taruhin susu ? tak boleh begitu namanya juice itu harus murni ndak boleh begitu, next time jangan ya ...*This sentences included to Intrasentensial Code Switching`because the words were in the middle of sentence and as main point of the sentence.

3. Data Obtained From Note Taking

The data found was the same with other method who take from the waiter during the operation. They sometimes switch the code not only among the waiter and supervisor but also waiter and local customer as what the expression below:

Guest : *…bisa saya pesan minuman dingin*?
Waiter : *Minuman apa yang mau dipesan pak?, kami punya Shierly Temple untuk minuman dingin dan Lemon Cikara untuk minuman hangat*.
Guest : *oh iya saya pesen yang dingin dah ya*.
Waiter : *Baik pak, bapak order Shierly temple nya 1 ya, ada lagi yang mau di pesan pak*?
Guest : *Tidak ada*
Waiter : *Baik Pak trimakasih, mohon dituggu minumannya ya.*

The communication above may also occurred to the local guide even they were not understand the terminology of restaurant such as: word *order and shierly temple*, but he knows that was a cold drink because they need to taste the drink and he want to try it, he did not know any kind of beverage but he want to order that beverage and try to tasted. This case also happen because of the waiter were able to convince that the customer easy to understand and the service operation running well because of doing code Switching from Indonesian to English language element. According to Crystal (1987) in trisna 2018 said:

..”In other words, a code is a system of rules that allow us to give in formation in symbolic form. Human language is also a code; consists of words that represent ideas, events, and objects. When it put together in certain circumstances, it will help us to communicate”..

The conversation among waiter at amber restaurant was represented the certain circumstance from input were coming from the customer by use Indonesian and English code, then they created to be boundaries of clear information which they used for taking order and sell the product to the customer.

CONCLUSION

Based on the data analysis, the researcher concludes that the language elements that are most commonly switched are from Indonesian to English and Sasak language to English. Through data collection methods, the researcher used Observation, audio recording and note taking. Data was collected to answer the first question, namely: waiters/managers and other staff mostly use Indonesian to English as a language element, this can be seen from the data found from observations, audio recordings and notes. The second finding is the code-switching used from Sasak to English. From the data findings, it shows that Indonesian is more widely used as an element of code switching by participants in daily communication. This is possible because the participants want to reduce misunderstanding through daily communication, and this shows Intercultural Competence and Intercultural Communication Competence to make tolerance and respect for others in the same environment with different backgrounds.

REFERENCES

Azuwar, M., Sigandaru , A. B. ., & Rahman. (2023). Peran Tim Kreatif Dinas Pariwisata Provinsi Nusa Tenggara Barat. *Jurnal Penelitian Mahasiswa Pariwisata*, *1*(1), 15–23.

Chloros, P. G. (2009). *Gardner-Chloros, Penelope Sociolinguistic factors in code-switching*.

Deckert, S. K., & Vickers, C. H. (2011). An Introduction to Sociolinguistics. In *An Introduction to Sociolinguistics*. https://doi.org/10.5040/9781350934184

Deckert, S. K., & Vickers, C. H. (2011). An Introduction to Sociolinguistics. In *An Introduction to Sociolinguistics*. https://doi.org/10.5040/9781350934184

Dykes, R. (2018). Code-switching among bilinguals. *International Education and Exchange Research*, *2*, 73–83. https://www.u-fukui.ac.jp/eng/international/overview/publication/international-education-and-exchange-research/international-education-and-exchange-research-vol-2/

Gazali, M., Furkan, L. M., & Rahman. (2023). Strategi Pengembangan Potensi Pariwisata Ekonomi Kreatif Di Kabupaten Lombok Timur. *Jurnal Penelitian Mahasiswa Pariwisata*, *1*(1), 1–7.

González, M. de los Á. G., Mackenzie, J. L., & Álvarez, E. M. G. (2008). Languages and Cultures in Contrast and Comparison. *P&Bns 175*, 393.

Hoffman, Charlotte. 1991. *An Introduction to Bilingualism*. London and New York: Longman.

Nopriansyah, D. arsa, Rahman, & Alwi, M. . (2023). Dampak Pengembangan Pariwisata Terhadap Perekonomian Penduduk Desa Adat Sade Kabupaten Lombok Tengah. *Jurnal Penelitian Mahasiswa Pariwisata*, *1*(1), 24–41.

Rokiyah, & Kurniansah, R. . (2023). Pengaruh Motivasi Kerja Terhadap Produktivitas Kerja Keryawan: Studi Kasus Hotel LeGrande Bali. *Jurnal Penelitian Mahasiswa Pariwisata*, *1*(1), 42–53.

Stapa, S. H., & Khan, N. N. B. S. (2016). Functions of code-switching: A case study of a mixed Malay-Chinese family in the home domain. *Pertanika Journal of Social Sciences and Humanities*, *24*(February), 181–194.

Suhud, U., Allan, M., Wibowo, S. F., Sabrina, E., & Willson, G. (2020). Measuring customer satisfaction of a café and coffee shop colony at a traditional market. *Journal of Foodservice Business Research*, *23*(1), 78–94. https://doi.org/10.1080/15378020.2019.1686897

Syafrudin, M. F., Sigandaru , A. B. ., & Putra, T. H. . (2023). Strategi Promosi Destinasi Wisata Yang Dilakukan Oleh Dinas Pariwisata Nusa Tenggara Barat. *Jurnal Penelitian Mahasiswa Pariwisata*, *1*(1), 8–14.

Wibowo, A. I., Yuniasih, I., & Nelfianti, F. (2017). Analysis of Types Code Switching and Code Mixing by the Sixth President of Republic Indonesia's Speech at the National of Independence Day. *Progressive; Journals of Linguistics, Literature, and Teaching*, *12*(2), 77–86.