

**A STUDY ON THE CODE-SWITCHING AS DISPLAYED BY
THE ACCOUNT OFFICERS OF "BISNIS BANK" IN SURABAYA**

A THESIS

**In Partial Fulfillment of the Requirements
for the Sarjana Pendidikan Degree in
English Language Teaching**



By :

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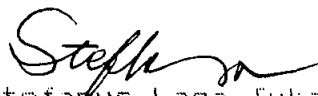
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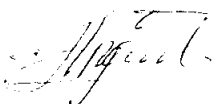
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The writer,

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ABSTRACT

Silvi Anggaiuni Samudro, **A Study on the Code-Switching As Displayed by the Account Officers of "Bisnis Bank" in Surabaya.** S-1 thesis. Unika Widya Mandala, Surabaya, 1998. Advisor: (1) Drs. Stefanus Laga Tukan, MPd.

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The background for taking the topic of code-switching is due to the fact that for a large percentage of the people of the world speak more than one language which is a natural way of life with a variety of factors determining which language will be spoken on any particular occasion. People have frequently been immersed in a veritable ocean of cross current of talk; therefore, no one speaks in the same way. Besides that they code-switch, that is, they use more than one language in the execution of a speech act. In communicating people tend to code-switch from one language to another language. In other words, code switching commonly takes place in society and in any speech event.

The study under report was done to find answers to the following research questions:

(i) what languages are mostly switched by the Account Officers of "Bisnis Bank" in Surabaya when interviewing their customers, and how often does the code-switching occur in each language? (ii) what are the reasons for the Account Officers of "Bisnis Bank" in Surabaya and their customers switch from one code to another when talking to each other during the interviews? and, (iii) how does the code-switching affect the interviewers and interviewees in the interviews?

Using a set of questionnaires the writer elicited answers from the Account Officers of "Bisnis Bank" and their customers in Surabaya about the reasons and the effects they often switched from one code to another. The instruments used to analyze the data are of four kinds: (I) a set of questionnaires to elicit answers from the participants for reasons and effects of code-switching; (II) a parameter to designate factors accounted for code-switching; (III) a worksheet to record the number of occurrence of linguistic items being switched; (IV) a summary of the total number of frequency of occurrences of code-switching in the interviews.

The data analysis brought the following results:

First, the languages mostly switched were English, Javanese and Chinese. The code-switching from Indonesian (which was the medium of the interviews) to English occurred 49 times, to Javanese 28 times and to Chinese 18 times. Second, the factors accounted for the code-switching were: (1) settings of interviews are formal, but once in a while became informal; (2) participant relationship was distance with low solidarity showing superiority, but once in a while showing high solidarity due to ethnic identity; (3) the function was referential, affective and rhetorical; and (4) the participants' attitudes were positive due to multilingualism, showing ethnic consciousness and unawareness when code-switching.

Third, the relatively high frequency of code-switching resulted in the effectiveness of the interviews, smoothed the progress of the interviews so that the Account Officers and their customers understood each other better.

In brief, one can say that the code-switching done by both the Account Officers and their customers have been proper and effective for the sake of better understanding between them in terms of the successfulness of doing business.

The writer hopes that the study under report will be able to stimulate other students of socio-linguistics to carry out other researches on the aspects of code-switching in particular and on other aspects of socio-linguistics in general.

The writer also hopes that the findings of this study should give a good input to the field of sociolinguistics that is to enrich the branches of sociolinguistics studies in general. The findings of this study should also propose an input to the field of sociolinguistics especially at the English Department of Widya Mandala University that is to give a better understanding of code-switching.