

CODE CHOICE USED BY THE EMPLOYEES IN THE COMMUNICATION WITH THE SUPERIOR AND THE CO-WORKER

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ABSTRACT

This study is about the choice of codes used by the employees in communicating with their superior and their co-worker. The thing that has caught the writer's attention and curiosity to write on this particular topic is the language that is used by the employees in a work place like switching when they talk to the superior and the co-worker. The aims of this study were to describe and to analyze the codes which were used by the employees, to find out the dominant code they chose, and to explain what factors affected their choice of code. Through the analysis, the writer found that the employees chose to use standard or casual Indonesian codes in communicating with their superior. Whereas they used Javanese codes in communicating among themselves.

Key words: Code, code switching, code mixing, social factors

INTRODUCTION

Communication is an act of interacting with others by expressing ideas, ideology, opinion, and desires through language. Saussure (1974) suggests that "Language is a system of signs that express ideas, and is therefore comparable to a system of writing, the alphabet of deaf mutes, symbolic rites, polite formulas, military signals, etc (Saussure, 1974. p.6). In the development of language until today, we can see that there are many kinds of languages and the varieties of language spoken in countries and even in regions inside of the country. Thus it can be concluded that, the quantity of the language spoken in one area is equivalent with the varieties of tribes or ethnics there, in another word, the more different tribes or ethnic groups stay in the area, the more varieties of language occur there. According to Wardaugh (2006), when people are communicating with others, they will open their mouth and choose a particular language, dialect, style, register or variety which is, a particular code (Wardaugh, 2006, p. 88). He also explained that language that is used by people to communicate is always influenced by some social factors, such as, participants, social setting, and social status which define the relationship between the participants (Wardhaugh, 1986). Understanding those factors and employing them into communication will enhance the communication itself as people communicate by employing those factors as codes in their communication.

There are some reasons why people tend to mix up and switch codes; for one thing it is because of their environment, such as a work place. In a work place, employees will speak in a formal way when they communicate with their boss/superior, unlike when they communicate with their co-workers and their friends outside the work place. For example, in Surakarta, Central Java - Indonesia we can clearly see when the employees speak to their superior using formal Indonesian language or Casual Indonesian language whereas when they speak to their co-worker, they rapidly switch their language back and forth to Javanese language.

The writer chose to do a research in order to analyze the choice of code used by the employees of Viera fabric store. Viera is a fabric store specialised in T-shirt fabric. This store was established in 2008 at Surakarta, Jawa Tengah, Indonesia. In this store, although the employees are less educated and this store is not so-office oriented, they still maintain polite behavior through their language. They always try as well as possible to speak in Indonesian when they speak with their superior.

The purpose of this study is to identify the codes that are used by the employees in communicating with their superior and their co-worker and see the difference. Having finished it, the writer also wants to know the factors which affect their choice of code.

In doing this study, the writer needs several theories which are relevant with this study. First of all is about code, According to Wardaugh (1986), 'code' is a system used for communication between two or more parties. It can be a particular language, dialect, style, register, or variety. Usually people use a particular code to express their feeling to a particular addressee whom they talk to. Stockwell (2000) also stated that code is also a particular language, or dialect, or register, or accent, or style that an individual might choose to speak on different occasions and for different purposes. He also stated that the choice of code can be used to claim in-group identity with other speakers. Therefore, it gathered that people are more likely to use code to identify themselves.

Second, it is about code-switching. Gal (1988, p. 247) said that code-switching is a conversational strategy used to establish, cross or destroy group boundaries; to create, evoke or change interpersonal relations with their rights and obligations. One theory of code-switching claims that the choice of code is determined by the domain in which speakers perceive themselves to be (Stockwell, 2002, p. 9). It means that the choice of code that people use is meaningful as well as the actual meaning of what is said.

Thirdly, code mixing is the term used as the result of combining two or more languages (Myres scotton, 2010). Mixing up the code does not mean change or make a new vocabulary but it is the combination between one code and another code. Besides, one mixes the language or code may be also caused by the lack of vocabulary in one language.

Finally, Holmes (2001) stated that in the process of communication, people usually tend to use different codes for different situations. They choose a particular variety of code because it makes them easier to communicate about a certain topic. Here are some factors that can influence the choice of code: the participants (who are talking and who they are talking to), the purpose (why they are talking), and the topic of discussion (what is being talked about).

METHODS

In this research, the writer used the descriptive qualitative approach about the codes that are used by the employees in Viera fabric store. It is descriptive qualitative research because this study used a method that describes variable by variable without trying to further clarify the relationship between variables. In the qualitative research, methods typically used are interviews, observations, and documents. The source of the data of this research is the recorded utterances of the employees of Viera fabric store. I supply with the verbatim recall of short real conversation of the informer because there were a short spontaneous talks between the superior and the employees or between the employees. The writer chose a store because it was related with Business which was also related with my major in English for Business Communication. Here I could find variety of codes used by the employees while they were talking to each other and to their superior in Business fields.

First of all, I was in Viera fabric store for a whole one week (Monday-friday), working hours (9.a.m-4.p.m) and recorded the data using my mobile phone only when the employees were talking to each other, to the superior, and to the co-worker. There were total four recording files and one verbatim recall data. Secondly, I then transcribed the data from the spoken data to the written data. Finally, I classified the data in the terms of the dialogue lines. After I got all the data from Viera fabric store, I began to analyze the data. In analyzing the data, I analyzed the dialogues spoken by the employees into the choice of codes and whether the employees switched or mixed the codes. I used KBBI, Javanese-Indonesian dictionaries, and English dictionaries (Oxford Dictionaries) to make sure the words I classified were valid.

FINDINGS AND DISCUSSION

From the data, I found that the employee mostly used Casual Indonesian code in communicating with the superior. The employees just said some standard Indonesian language in communicating with the superior. However, they still said a few Javanese words. It represents that the employee might never use Standard Indonesian in their everyday conversation, but Casual Indonesian or Javanese language. Here are the examples which most represent their choice of code in answering the superior: The situation is the employee called Dadi, one of the employees of the store in order to get information about Yamto, another employee of the store. It is because the days before, the superior saw in Yamto's Whatsapp profile written "Nunggu panggilan kerja" which means waiting for another job interview. Therefore, the superior wanted to know from Dadi whether

Yamto told him something. Here are the dialogue lines which represent his choice of code in answering the superior.

(8) S: **Lha de'e senen ndak masuk i sakit tenan, loro tenan opo ora?**

[Last Monday he did not come to office, was he really sick or not?]

(9) D: **nggak tau. Saya dirumah nggak tau. Maksud e saya disini, katanya sakit. Kalo semua keluar yo gimana. Nggak mungkin cik, istrine nek kalo ditinggal jam kerja malem takut. Tapi pindahnya kemana nggak tau ya..**

[Don't know. I'm at home, I mean I am here (at the store), he said he was sick. If all of them resign, how then? It is impossible miss, his wife is afraid if he left her for late night work. But do not know where he is moving.]

In this conversation, the employee seems to try to use Standard Indonesian code in answering his superior. However, there are still some casual Indonesian codes, some mixing code between Standard Indonesian and Javanese code, and two Javanese code. The Standard Indonesian code like **Saya dirumah, saya disini, and katanya sakit** are spoken clearly but casual Indonesian codes were also used like **nggak tau, gimana, and malem** derived from “**tidak tahu, bagaimana, and malam**”. The mixing code can be seen from the word “**maksud e**”. “**Maksud** is Standard Indonesian whereas “**e**” is Javanese language of suffix “**nya**” in Standard Indonesian language. In addition, two Javanese codes also found in his language those are **yo** and **nek** which corresponds to Indonesian “**ya and kalau**” in Standard Indonesian language. “**Maksud e**” corresponds to “**Maksudnya**” in Standard Indonesian language. The employee chose those particular codes because he wanted to show respect to his superior. He tried as well as possible to use standard Indonesian code. However, he still mixed it with Javanese code because he might be lack of Indonesian vocabulary and because Javanese code is his everyday language. The next example is: the situation is that the superior called Yamto, one of the male employees in the store because the superior saw in his Whatsapp profile written “waiting for another job interview” so the superior wanted to know and giving advise to the employee. Here are the dialogue lines which most represent his choice of code in answering the superior.

(28) S: **Lha koyok Lia barang tu aku yo rak mudeng no.. aku dah bilang, ya, koe nek ada apa-apa bilang o aku.. ra pamit ik, hadoh kaget aku..**

[Like Lia in the past, I do not know anything. I have told her that please tell me if there is a problem, but suddenly she left. How surprised I'am.]

(29) Y: **Kalo saya sebenere di tawari udah, ya udah waktu Lia masih. Di grorol itu dah dapat tawaran.**

[Actually I have already got an offers since Lia was still here. In Grogol, I got an offer.]

In here, the dominant codes choice of the employee to his superior is Casual Indonesian. The superior asked him using Javanese codes. The employee answered using Casual Indonesian codes, however, there is still mixed code between Standard Indonesian code and Javanese code in his utterance. The Casual Indonesian code like **kalo, udah, and dapat** corresponds to “**kalau, sudah, and dapat**” in Standard Indonesian code. His choice of casual Indonesian code reflects the code of respecting the superior. He might expect to speak in standard Indonesian code but because of the lack of vocabulary in standard Indonesian, he was forced to speak in casual Indonesian. In which, casual Indonesian code is produced from the mixed codes between standard Indonesian and Javanese codes. Another example: the situation is the continuation from the situation above, here the employee gave explanation where he got the job offer. Here are the dialogue lines:

(30) S: **Apa itu?** [what is that?]

(31) Y: **Di pabrik kompor dan tabung. Tabung gas, Grogol. Tapi kan saya mesti di sif (shift), tar kalo istri saya, kalo saya di shift kan malem e takut.**

[At a stove and gas tube factory, Grogol. But there, the system is work by shift. If I have the night shift, my wife will be afraid.]

In this dialogue, the employee explained mostly using Standard Indonesian and Casual Indonesian codes. However, there is one loan word in his language which is *shift*. *Shift* is a loan word from English language. The next example is about switching between codes, the situation of this dialogue is still the continuation from the situation above in which the superior asked for more information about the employee's resign plan.

(33) S: **Lha kok malah koe meh nggon shift lagi?**

[Then why you want to working on shift system again?]

(34) Y: Lha ya dapet tawaran gitu, kan temen saya disana. “ki enek anu, nggon tabung enek anu enek lowongan koe gelem ora?”

[well, I got an offer because my friend works there. “ there is a job vacancy in a stove and gas tube factory, do you take it?”]

The dialogue above is one of the examples of the way the employee answered the superior in which the employee suddenly switched his code from Casual Indonesian to Javanese codes because he was repeating what his friend said in the past using Javanese codes. He answered the superior first using Casual Indonesian codes and then suddenly switch to Javanese codes in order to copy what was his friend said in the past. Furthermore, here is the example of mixed codes: The situation is that the employees were talking about their friend. This is just a chit chat during their break time.

(111) D: *cleaning service?*

(112) Y: ora..ndhisik kan, si..kemin to. kemin iki kan nggon facebook e kan anu... koyo pin ngono wi, invite ini pin ku, ngono to. gak tak jupuk, tak kek ne menungso ne kan jek duwe ngene karo menungso ne kuwi.

From the dialogue above, we can see that there are some mixed code in their language. They mix English code (other language) “facebook” with Javanese code “e” which means “nya” in Standard Indonesian language. They keep using Javanese code which is their everyday language although they have to say another language like English. It is because they are comfortable with it, their everyday language. Moreover, the dominant choice of Javanese code reflects the code of heart-to-heart talk. The next example is about switching the codes again: It depends on whom they are talking to. When the employee asked another employee, he used Javanese code even when he gave response to it. Whereas when the employees asked or answered his superior, they would switch their code automatically to Standard or Casual Indonesian. It is because the employees wanted to show respect to their superior.

(231) D: kang, PE telung puluh ireng e entek yo?

[Bro, is the black PE 30 sold out?]

(232) Y: iyu i wingi pak Sigit njaluk neh ra?

[Yes it is. Do Mister Sigit ask for it yesterday?]

(233) D: mboh i.

[Don't know.]

(234) D: *cik, kemarin pak Sigit telpon nggak?*

[Miss, did yesterday Mr.Sigit call?]

(235) S: oh iyo mas lali i aku. PE tiga puluh item e habis ya? Pak Sigit mintak dua roll kemaren sms.

[Oh, I forget to tell you. The black PE 30 is sold out, right? Yesterday Mr.Sigit text me and asked for 2 rolls.]

(236) Y: habis cik kalo roll nya, ecer nya masih.

[The rolls item sold miss, the retail is exist.]

(237) S: ho'oh tulung mas bel no gudang, mintak tiga roll gitu we.

[Ok, could you please call to the storehouse and ask for 3 rolls]

(238) Y: ya.

[Yes]

(239) D: sisan PE abang e kang, gari telung kilo ecer e.

[The red PE also please, it has just 3 kilograms left]

(240) Y: yo.

[Ok]

As we can see in the conversation above, the code switching of the employees was clearly seen. When Dadi ask Yamto, he used totally Javanese code as written above “kang, PE telung puluh ireng e entek yo?” to reflect the same social level between them. At the same time, Dadi suddenly ask the superior using Casual Indonesian code “*cik, kemarin pak Sigit telpon nggak?*” to reflect that he has different social level with the superior so he used Indonesian code in asking the superior. Moreover, another employee, Yamto also did the same thing. He answered Dadi's question using Javanese code “iyu i wingi pak Sigit njaluk neh ra?” whereas he answered the superior using mostly Standard Indonesian code “habis cik kalo roll nya, ecer nya masih.”

In addition, I tried to analyze the factors which cause the employees to choose particular codes in communicating with their superior. The first factor is the participants (who they are talking to). From the analysis above, we can see that the dominant codes used by the employees when they were talking to their superior is Standard Indonesian and Casual Indonesian code. They rarely used Javanese code. It is because they realize that they were talking to a person who has a higher status than them, which is the superior. They tried to use Standard Indonesian code in order to show respect and show their politeness to their superior because there is a social distance between the superior and the employees.

The second factor is the purpose (why they are talking). In the analysis above, the situation is the superior called an employee and had a face to face conversation in order to get detailed information about another employee. The aim of the conversation is to get and give information. Because the purpose of the employee is to give information to the superior, he said it in a polite way, which relegates to their use of Casual Indonesian code.

The third factor is the topic (what is being talked about). The topic being talked about between the superior and the employees was a little bit formal because it talked about the job itself. It was about the plan of one of the employees that was planning to resign from the store, so the situation became a little bit serious. Therefore, the employees still spoke Casual Indonesian code instead of Javanese code to show the formality.

In the next part, I tried to analyze the factors which cause the employees to choose particular codes in communicating with their co-worker. The first factor is the participants (who they are talking to). From the analysis above, I found that the employees totally used Javanese code when they talked to each other. They never used Indonesian code. It is because they realized that their status was the same, they were both employees. There was no social distance between them, they felt that they were equals. They talked freely using Javanese code because they did not have to highlight sense of respect to each other in the same social status.

The second factor is the purpose (why they are talking). In the analysis above, the situation was the employees had an idle time during their work and they were having less important talk about the price of a motorcycle. The aim of their conversation was just for a chit chat during an idle time. The employee just talked on a whim to another employee. Therefore, they were using Javanese code in their communication. So, the choice of code reflects the close relationship between the employees, they did not chose a serious matter in their conversation.

The third factor is the topic (what is being talked about). In the dialogue, the topic being talked was informal topic, which was the price of a motorcycle. Because the topic is informal topic, they were using Javanese code as usual. They were not supposed to use Indonesian code in talking about informal topic in a work place as there was no social motivation to keep a social distance between them.

CONCLUSION

Related to the first research question about the choice of codes used by the employees when they communicate with their superior, it was found that they mostly used casual Indonesian code and sometimes mix with Javanese code. It seems that the employees forced themselves not to use Javanese code because Javanese language is their everyday language. Whereas, they used totally Javanese code when they speak among themselves. In such cases they never switch or mix Javanese code with standard or casual Indonesian code.

Another finding is the use of English code which is the fewest occurrences in the conversation. It only occurred when the employees had a chit chat among themselves. It is because they have no other language to say except the English code. So, they used it and mixed it with Javanese code.

However, this study showed that the employees who used Javanese code as their everyday language still chose to use standard or casual Indonesian code when communicating with their superior. This happened because they wanted to show their respect to the superior to keep their social distance intact. Although they had been trying to use Indonesian code, sometimes they accidentally mixed it with Javanese code.

This research is only a small scale of research, which only observed the employees working in a fabric store as the subject and paid attention only to the social factors. Therefore, the writer

recommends the next researchers to conduct further studies about the choice of code, for instance by involving more social variables such as gender and age. The further studies might also be more interesting if it will include more people as the source of data.

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