

CHAPTER V

CONCLUSION AND RECOMMENDATION

In this chapter, the researcher will conclude the presented research and give recommendations for future analysis. This chapter is the closing part of the researcher. The conclusion and recommendation will be presented in a brief and clear writing.

5.1 Conclusion

After analyzing the group chat history from ViaVia Travel Agency, the researcher can conclude the analysis that among all types of Code Switching and Code Mixing, the most often used type is lexical borrowing. The theory presented in Chapter 2 described the fact, that a person who masters two languages (bilingual), tends to shift from one language to another language more often and fluently. Based on this theory, it can be seen that ViaVia Travel's staff are accustomed to switch their code or language by borrowing lexical terms from English to include it into their Indonesian utterance. They are speaking in English every day with tourists from all over the world who visit their office but at the same time they are still actively speaking in Indonesian to other colleagues at the office. Therefore, they get used to switching their code by taking words or expressions of one code to use it in the other, which is defined as lexical borrowing.

Besides the types of Code Switching and Mixing, it can be also concluded that most common reason for performing Code Mixing and Code Switching. In the analysis, the researcher found that the topic is the most used reason for ViaVia Travel's staff to switch and mix their language during their communication in the group chat. The communications are all related to their work which is providing travel and tour services that are written in English. Moreover, the amount of time that they spend communicating with foreign guests and tourists is quite high which leads to them knowing many words that are related to the topic of tourism. This then becomes the reason for them to switch and mix their language.

5.2 Suggestions

In this section the researcher will offer suggestions for further research topics based on the analysis presented in this research. In this era, there are many new types of exchange between people such as social media platforms. On these platforms, different types of conversations occur from private exchange to public direct conversations and public posts and comments that turn into conversations. These new means of communication are likely to bring various types of Code Switching and Code Mixing with them. Therefore, following research can focus on the analysis of these new forms of conversation.

Different types of social media also vary in their extent of privacy of the conversations between the users. As this might affect the behavior of the participants of the conversation, future analyses can focus on the resulting differences in the Code Switching and mixing of language.

The research data used in this analysis was taken from a group chat with different levels of hierarchy within the group. Even though the chat was created to discuss work related topics, often informal conversations occurred. Therefore, an analysis of the effect of differences in personal status on the amount and types of Code Switching and Code Mixing should be conducted by future researchers.

During the categorization of the different types of Code Switching and Code Mixing, it was shown that the emotions related to the utterances can be of high importance. In instant messaging, emotions, along with other cues such as intonation and facial expressions, are often lost in the conversation. The focus therefore lies on the content of the utterances. As instant messaging and social media usage become more and more important in everyday life, the question is raised, whether the role of emotions in real life conversations is also affected by the characteristics of instant messaging. This can also be a topic to be analyzed in future research.

Besides Code Switching and Code Mixing, instant messaging should be the focus of research from other branches of sociolinguistics. Looking at this new form of conversations from diverse perspectives will give a better understanding on how new technologies shape and change language in general.