

## **BAB 5**

### **Kesimpulan**

#### **5.1 Kesimpulan**

Berdasarkan hasil penelitian ini, dapat disimpulkan bahwa penggunaan alih kode oleh penutur Korea berbahasa Inggris di perusahaan Korea Selatan di Cikarang sangat dipengaruhi oleh beberapa alasan. Pertama, bentuk-bentuk alih kode yang digunakan termasuk peralihan antar bahasa dan campuran bahasa dalam kalimat yang sama. Bentuk-bentuk ini bervariasi tergantung pada konteks komunikasi, seperti dalam rapat formal, percakapan informal, dan saat menyampaikan informasi teknis.

Kedua, fungsi alih kode ini meliputi memperlancar komunikasi, memastikan pemahaman bersama, dan membangun hubungan yang lebih baik antar karyawan dengan latar belakang budaya yang berbeda. Alih kode juga digunakan untuk mengatasi hambatan bahasa dan untuk menunjukkan rasa hormat dan inklusi terhadap rekan kerja lokal.

Ketiga, alasan yang memengaruhi penggunaan alih kode mencakup keterbatasan kosa kata dalam bahasa Inggris, kebutuhan untuk menjelaskan konsep yang kompleks, dan upaya untuk menciptakan lingkungan kerja yang inklusif. Pengalaman kerja internasional dan kemampuan bahasa juga mempengaruhi seberapa sering dan efektif alih kode digunakan.

## 5.2 Saran

Berdasarkan temuan penelitian ini, berikut adalah beberapa saran yang dapat dipertimbangkan untuk meningkatkan efektivitas komunikasi dalam lingkungan kerja multikultural:

1. **Penelitian Lanjutan:** Dapat melakukan studi lebih lanjut dengan melibatkan sampel yang lebih luas dan beragam untuk mendapatkan pemahaman yang lebih tentang penggunaan alih kode di kalangan penutur Korea dan komunitas bilingual lainnya.
2. **Penelitian Interkultural:** Mengeksplorasi penggunaan alih kode dalam konteks budaya yang berbeda dapat memberikan wawasan tambahan tentang bagaimana budaya mempengaruhi praktik alih kode dan komunikasi bilingual.
3. **Penelitian Autoetnografi:** Metode penelitian kualitatif yang menggabungkan pengalaman pribadi peneliti dengan konteks sosial dan budaya yang lebih luas.

Dengan menerapkan saran-saran tersebut, diharapkan dapat tercipta lingkungan kerja yang lebih produktif dan harmonis, di mana komunikasi yang efektif dan inklusif dapat terwujud.

### **Research Summary**

*In the era of globalization, English is the most commonly used language for international communication. As an international language, English influences various aspects of human life. In Indonesia, the use of English has developed significantly over time, influenced by factors such as business, education, and globalization. This reflects the increasing need for English language skills across different areas of life in Indonesia, especially in the business world. Speakers in countries with diverse languages often use various strategies to adapt and thrive, including mixing languages, learning local languages, using digital dictionaries, joining communities, or employing translation services. With the right efforts and strategies, effective communication can be achieved. This study involved five Korean English speakers at a South Korean company in Cikarang and aimed to determine the forms, functions, and reasons for code switching among these speakers. The phenomenon of code switching offers insight into how language is strategically used in bilingual or multilingual contexts for various purposes, such as maintaining smooth communication or expressing identity. Code switching not only facilitates effective technical communication but also helps in building positive social relationships in a multicultural work environment.*

*This study employs the Markedness Model theory proposed by Carol Myers-Scotton. According to Myers-Scotton, code switching results from an individual's strategic choice in communication, aimed at achieving specific social goals. In a multicultural context, such as South Korean companies in Indonesia, code switching helps individuals adapt to diverse social and cultural norms and facilitates more effective communication. Based on this theory, the study aims to*

*identify the forms of code switching, including intrasentential, intersentential, and tag-switching, used by Korean speakers when speaking English in a business environment in Indonesia. This research is expected to provide a deeper understanding of the dynamics of cross-cultural conversation in a multicultural business setting and its implications for communication and relationships in the workplace.*

*The phenomenon of code switching typically occurs in bilingual or multilingual communities, where individuals are fluent in more than one language. Code switching can happen between sentences (inter-sentential switching), within a sentence (intra-sentential switching), or by inserting words or short phrases from one language into a sentence in another language (tag switching). In a business environment, such as the context of Korean speakers in Indonesia, code switching can be a valuable tool for overcoming communication barriers and building stronger interpersonal relationships. Hoffman (1991:116) also identifies several reasons that influence speakers to code switch: (1) to express a particular topic, (2) to quote someone else, (3) to emphasize something, (4) to insert fillers or interjections, (5) to repeat for clarification, (6) to clarify content to the interlocutor, and (7) to assert group identity.*

*This study will use a qualitative research method to analyze and describe the phenomenon of code switching among Korean employees in a business environment in Indonesia. This approach was chosen because it allows researchers to explore and understand in depth the complex cultural, linguistic, and social interaction contexts within the work environment. The study aims to provide rich and detailed insights into the dynamics of cross-cultural*

*conversation and its implications for communication and interpersonal relationships in the workplace.*

*The qualitative approach emphasizes understanding the meaning behind the data collected. The researcher serves as the primary instrument in the process of data collection and analysis. In qualitative research methods, data collection is carried out through triangulation, which involves using a combination of techniques such as observation, interviews, and documentation studies. Data analysis is inductive and qualitative, with researchers building findings based on emerging patterns, themes, and meanings from the data, without being constrained by previous frameworks or hypotheses.*

*Through this qualitative approach, the researcher aims to gain an in-depth and contextual understanding of the dynamics of cross-cultural conversations and their implications for communication and interpersonal relationships in the workplace. The researcher delves deeply into the experiences and perspectives of the individuals involved to understand the nuances and complexities of intercultural interactions. Thus, the qualitative research approach and method provide a strong foundation for exploring the complexity of the phenomena studied in a multicultural business environment. The results of this study are expected to offer rich and detailed insights that are both academically relevant and practically significant in the context of international business communication.*

*Regarding the data collection techniques used in this study namely observation and informant interviews. The researchers will employ a combination of observation, interviews, and documentation study approaches. This*

*combination is expected to provide a comprehensive understanding of the communication strategies used by Korean employees in the business environment in Indonesia. Observations will be conducted to collect data on how Korean employees employ everyday communication strategies in the workplace. Researchers will observe interactions between Korean employees and their coworkers, including both fellow Korean employees and individuals from other cultural backgrounds.*

*Observations will be conducted with careful attention to research ethics, including obtaining consent from the subjects involved and ensuring the confidentiality of their identities. Researchers will systematically record observations using field notes to document information relevant to the research objectives. Through this approach, researchers aim to identify patterns, contexts, and dynamics in the use of communication strategies during everyday interactions, thereby providing valuable insights for further analysis.*

*Next, the interview method will be used as a data collection technique involving direct interaction between the interviewer and the informant. The main purpose of the interview is to gain an in-depth understanding of activities, personal life, events, feelings, motivations, responses, perceptions, and other aspects from the informant's perspective. In the context of this study, the author will use interviews to gather detailed information from informants about their experiences, perceptions, and daily communication strategies in the work environment. Interviews will be conducted in a structured and in-depth manner, allowing researchers to explore various aspects of the observed phenomenon in greater detail.*

*Interview informants are selected purposively, based on their experience and understanding of language use in the work context. The researcher will prepare an interview guide with a series of structured questions while allowing space for informants to provide more open-ended responses. This approach will enable researchers to gain a comprehensive and diverse understanding of communication strategies from the perspective of individuals with direct experience.*

*Interviews will be recorded, and transcriptions will be done carefully to ensure accuracy and precision in the data. The data obtained from the interviews will be analyzed systematically and in depth to identify patterns, themes, and meanings that emerge in the communication practices of Korean employees in the Indonesian business environment. This approach is expected to provide comprehensive insights into the use of language and conversational strategies in various work situations. Verbal consent has been obtained from the research subjects, including information on their name, age, gender, education, position, period of stay in Indonesia, and countries visited for work.*

*Analysis of the interviews conducted with employees in this project, including informants Mr. Lee, Mrs. Kim, Mr. Jung, Mr. Shin, and Mr. Cho, shows that the use of English as the primary language of communication significantly impacts the dynamics of work and collaboration among international teams in the company. Overall, employees agree that English facilitates more effective communication in a multicultural work environment. They feel that using English reduces the risk of miscommunication and helps ensure that all team members have a shared understanding of the projects being worked on.*

*Mr. Lee and Mrs. Kim, who have more experience working on the project, highlighted that although there are differences in communication strategies between Korean and local Indonesian employees, the use of English helps bridge the gap. Mr. Lee observed that English serves as an important tool for conveying information clearly and effectively. Meanwhile, Mrs. Kim noted that switching between English and Indonesian was often used to ensure that all team members felt comfortable and able to contribute to the discussion. This suggests that linguistic adaptation is crucial for maintaining effective communication within a multicultural team.*

*On the other hand, Mr. Jung mentioned that the challenge in communicating on the project stemmed from varying levels of English proficiency among co-workers. Some were fluent, while others were still practicing their skills and felt less confident. However, Mr. Jung consistently tried to use clear and simple language to facilitate understanding. Conversely, Mr. Shin and Mr. Cho, who were relatively new to the company, faced greater challenges in adapting to an English-speaking work environment.*

*However, they felt that assistance from their co-workers was very helpful in their adaptation process. Mr. Shin emphasized the importance of a flexible and adaptive approach to communication, while Mr. Cho felt confident using English despite encountering some barriers. Both indicated that the company had provided adequate support to overcome cross-cultural communication challenges, which ultimately helped them integrate more easily and contribute effectively to the team.*



*Overall, this analysis shows that while there are challenges associated with using English in a multicultural workplace, an adaptive approach and support from the company can help overcome these barriers. Using English as the primary language enables employees from different cultural backgrounds to communicate effectively and collaborate better on international projects. Additionally, code switching and cross-cultural understanding play significant roles in fostering a productive work environment.*

*Your text is clear and well-organized. Here's a slightly refined version for improved readability:*

*In this data analysis, it is observed that Korean English speakers in the company face various challenges during their adaptation process. Mr. Shin and Mr. Cho, who have recently joined, find that assistance from their colleagues is very helpful. Mr. Shin emphasized the importance of a flexible and adaptive approach to communication, while Mr. Cho felt confident using English despite some obstacles. Both indicated that the company has provided adequate support to overcome cross-cultural communication challenges, which has helped them integrate more easily and contribute effectively to the team. Overall, this analysis demonstrates that although challenges exist in using English in a multicultural work environment, the company's adaptive approach and support can help overcome these obstacles. Using English as the primary language allows employees from different cultural backgrounds to communicate effectively and collaborate more successfully on international projects.*

*Code switching and cross-cultural understanding also play important roles in creating a productive work environment. Examples from the observations*

*show that Mr. Lee uses English in formal meetings to convey technical information to Indonesian-speaking colleagues, indicating adaptation in a formal context. In contrast, Mr. Jung uses English in informal conversations with non-Korean staff, reflecting adaptation in a social context and fostering good relationships. Overall, this analysis demonstrates that with an adaptive approach and appropriate support, Korean English speakers can integrate and contribute effectively in a multicultural work environment.*

*The collected data will be identified and grouped into categories relevant to the research objectives. After categorizing the data, the researcher will identify the main patterns and themes that emerge and then draw conclusions based on these findings. The researcher will compile a summary of the results from the data analysis, relate them back to the research objectives, and draw relevant and well-supported conclusions. By conducting a systematic and detailed analysis, the researcher aims to produce a deep understanding of the phenomena being studied and present it as meaningful research output.*

*Based on the results of this study, it can be concluded that the use of code switching by Korean English speakers in South Korean companies in Cikarang is influenced by several factors. First, the forms of code switching observed include switching between languages and mixing languages within the same sentence. These forms vary depending on the communication context, such as in formal meetings, informal conversations, and when conveying technical information.*

*Second, the functions of code switching include facilitating communication, ensuring mutual understanding, and building better relationships between employees from different cultural backgrounds. Code switching is also*

*used to overcome language barriers and to show respect and inclusiveness toward local coworkers.*

*Third, factors influencing the use of code switching include limited English vocabulary, the need to explain complex concepts, and efforts to create an inclusive work environment. International work experience and language proficiency also impact the frequency and effectiveness of code switching.*

*Based on the findings of this study, here are some suggestions to improve communication effectiveness in multicultural work environments (1) Further Research, could conduct studies involving a broader and more diverse sample to gain a better understanding of code switching among Korean speakers and other bilingual communities. (2) Intercultural Research, exploring code switching in different cultural contexts can provide additional insights into how culture influences code switching practices and bilingual communication. (3) Autoethnographic Research, employing this qualitative method, which combines the researcher's personal experiences with the broader social and cultural context, can offer valuable perspectives.*