

## ABSTRACT

Most Malaysians are conversant in two or more languages and as bilinguals or multilinguals it becomes very natural for them to switch from one language to another. This behaviour is known as code switching and is becoming more prevalent among Malaysians, both in formal and informal situations.

This study was conducted to identify the frequency of code switching and discover what functions of code switching are fulfilled when Malaysian professionals of a multinational company code switch during meetings. In addition, the study also investigated whether code switching occurred deliberately or involuntarily. The subjects are all bilingual or multilingual professionals of Company X.

The main data consisted of natural conversations among Company X professionals during three meetings. The conversations, recorded using a Sony IC Recorder, were transcribed and analysed. The second set of data consisted of information obtained through the administration of a questionnaire and post meeting interview sessions with the participants. The transcribed conversation data were analysed to identify the frequency of code switches and categorized according to the functions the code switches fulfilled and their frequency of occurrence. Finally, whether code switches during the three meetings occurred deliberately or involuntarily was ascertained.

This study shows evidence that code switching, though limited, does take place during meetings in Company X. The frequency of code switching is influenced by the composition of the participants, the medium of instruction in schools and universities of the participants and the company policy in matters related to communication. The code switches fulfilled seven functions and the switches occurred involuntarily.

## ABSTRAK

Kebanyakan warga Malaysia berkebolehan bertutur dalam dua atau lebih bahasa dan fenomena bilingualisme dan multilingualisme menjadi sesuatu kebiasaan dalam amalan berbahasa di Malaysia. Fenomena ini berkait rapat dengan penukaran kod dan keadaan ini agak lumrah dalam kalangan masyarakat Malaysia sama ada dalam situasi formal atau tidak formal.

Kajian ini dijalankan untuk mengenal pasti frekuensi dalam penukaran kod serta untuk mengetahui fungsi penukaran kod yang berlaku dalam kalangan profesional Malaysia yang berada di sebuah syarikat multinational semasa bermesyuarat. Tambahan pula, kajian ini juga mengkaji sama ada penukaran kod berlaku secara sengaja ataupun secara tanpa direka-reka. Subjek kajian terdiri daripada professional bilingual atau multilingual daripada Syarikat X.

Data primer terdiri daripada perbualan semula jadi dalam kalangan profesional Syarikat X semasa tiga buah mesyuarat. Perbualan responden dirakam dengan menggunakan perakam Sony IC dan data-data dirakam dibuat transkripsi dan dianalisis. Set data yang kedua terdiri daripada informasi yang dikumpulkan melalui pengendalian soal selidik serta temu bual pascamesyuarat bersama responden. Perbualan yang dibuat transkripsi telah dianalisis untuk mengenal pasti frekuensi penukaran kod serta dikategorikan mengikut fungsi penukaran kod serta kekerapan penggunaan penukaran kod. Akhir sekali, penukaran kod dalam kalangan responden berlaku dalam tiga buah mesyuarat berlaku secara sengaja ataupun direka semata-mata juga dikenal pasti.

Kajian ini menunjukkan bukti bahawa penukaran kod walaupun terhad namun tetap berlaku semasa pengendalian mesyuarat di Syarikat X. Didapati frekuensi penukaran kod dipengaruhi oleh komposisi peserta, bahasa perantaraan yang digunakan untuk memberi arahan di sekolah dan di universiti para peserta dan juga polisi syarikat tersebut berhubung dengan komunikasi. Penukaran kod memenuhi tujuh fungsi dan didapati berlaku secara tidak sengaja.

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