

THE IMPACT OF CODE MIXING ON THE EFFECTIVENESS OF VERBAL COMMUNICATION OF EMPLOYEES OF POLYTECHNIC LP3I OF TASIKMALAYA CAMPUS

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Although code mixing often occurs in multilingual Indonesia, its impact on the effectiveness of verbal communication in professional educational environment, especially vocational higher education, has not been explored. Employees at LP3I Polytechnic of Tasikmalaya Campus interact daily with lecturers, students, colleagues and guests using code mixing of Indonesian, English, and Sundanese. This study aims to identify patterns and contexts of code-mixing usage, its effect on clarity, understanding, response and its impact on productivity and team collaboration, and explore the view and attitude of employees towards the use of code mixing and its impact on the effectiveness of employee's verbal communication. The method in this research is a qualitative approach with data collection techniques through observation, interview and audio recording. The research subjects are employees who communicate in Indonesian, Sundanese and English. The result shows that patterns and context of code mixing occur in words and phrases, which can improve communication clarity, influence response in communication, collaboration and team productivity. Employees generally view code mixing positively because of its impact on improving understanding, collaboration, and social relationship in the workplace. However, excessive use of code mixing can cause misunderstanding and reduce the clarity of communication.

Keywords: *Code Mixing; Effectiveness; Verbal Communication*

1. INTRODUCTION

Social interaction is becoming increasingly complex in today's era of globalization, resulting in transformation in the use of language in everyday communication. Advance in information technology has made the use of language in formal and informal interaction increasingly diverse and dynamic. One linguistic phenomenon that occurs in this context is code mixing, which is the use of two or more languages in a single utterance, whether in the form of words, phrases, sentences, or conversation. Code mixing occurs through the use of a dynamic linguistic range by speakers to create meaning. In addition, the development of digitalization and technology has strengthened the phenomenon of code mixing. (Androustopoulos, 2013) states that social media and computer-based communication platform have become the main platforms where code mixing not only occurs but also function as a strategy for building community identity.

As a multilingual and multicultural society, Indonesia is an ideal context for studying the phenomenon of code-mixing. Code-mixing in Indonesia does not only occur in informal interaction, but has spread to various context, from educational setting to the professional world. Studies in various educational institution, from junior high schools to high schools to universities, have found that code-mixing is often used in the learning process, both by teachers and students, to facilitate understanding of the material, increase participation, and create a more relaxed learning atmosphere (Nurpiana & Fithriani, 2023). Meanwhile, Fitriani & Ramadhani, (2022) state that the use of code-mixing in professional environment is often influenced by the need for cross-cultural communication, globalization trend, and the influence of digital media.

Clarity, consistency, and openness in communication between management and employees are essential for building trust, reducing conflict, and improving team performance and collaboration (Achyuta et al., 2025; Khan et al., 2025). Effective communication also

plays a role in building harmonious working relationship, increasing job satisfaction, and creating a productive work environment (Khan et al., 2025). Research shows that ineffective communication can lead to misunderstanding, conflict, decreased collaboration, and reduced organizational productivity. More specifically in the context of education, effective communication is crucial for the success of the learning process and academic administration. Effective communication between lecturers and students has been proven to improve academic success, interaction quality, and learning goal achievement (Dahmani et al., 2024; Mahdi, 2023; Zobia, 2025)

Many studies have discussed code-mixing in general communities, but in-depth studies on its specific impact on the effectiveness of verbal communication in multilingual work environment, especially in vocational education institution, are still relatively limited. (Ou & Gu, 2024) also highlight that although translanguaging has been extensively researched in education, particularly in English Medium Instruction, more in-depth research is needed on translanguaging practices in vocational classrooms, especially in relation to knowledge construction. The characteristics of vocational education, which emphasize practical collaboration, the use of specific technical terms, and integration with the industrial world, create a unique code-mixing dynamic that has not been widely discussed in the literature (Rufitriansyah, 2024).

Employees at LP3I Polytechnic of Tasikmalaya Campus represent a unique population. They are at the intersection between the world of education and work. They interact with lecturers, students, administrative staff, colleagues, and guest. The languages used range from specific terms in English, Indonesian, and Sundanese. Their communication context is also highly diverse, such as formal language in meeting, semi-formal language with lecturers, technical language with students, and informal language among employees or colleagues. The research gap that the author raises is that the impact of code-mixing on this population group has not been studied. Therefore, this study aims to identify (1) what patterns and contexts of code-mixing usage occur, (2) what the effects are on clarity, understanding, and response, as well as what the impacts are on productivity and team collaboration, and (3) how employees perceive and what attitudes they hold toward the use of code-mixing and its impact on the effectiveness of verbal communication among employees at LP3I Polytechnic of Tasikmalaya Campus. To maintain focus, the author limits this study to direct verbal communication between employees, lecturers, students and guest in campus.

2. RESEARCH METHOD

This study uses a qualitative approach, which aims to understand the phenomenon of code-mixing in employee interaction deeply. The object of this study is employees working at LP3I Polytechnic of Tasikmalaya Campus. This study will focus on their interaction in the context of verbal communication, both in formal and informal situation. This study examines the phenomenon of code-mixing that occurs in campus interaction between employees, employees and lecturers, employees and students, as well as employees and guests.

This study uses a qualitative approach with a case study design to understand the phenomenon of code-mixing in employee interaction in a deep and contextual manner. There were 10 participants in this study, all of whom were employees of LP3I Polytechnic of Tasikmalaya Campus, selected using purposive sampling technique. The characteristics of the participants included various position ranging from department heads, lecturers, program coordinators. The researcher used data collection techniques in the form of (1) Observation was conducted for one month, twice a week, in both formal situations (meetings, presentations) and informal situations (lounge, public areas). The researcher acted as an observer-as-participant. Observation notes were transcribed into descriptive narratives and analyzed thematically to identify patterns and contexts of code-mixing usage. (2) In-depth Interview: The researcher used semi-structured interview guidelines consisting of 10 main questions were used. Each interview lasted 20–30 minutes and was conducted in a separate room to ensure participant comfort. Interview audio recordings were transcribed word-for-word, then analyzed using thematic analysis to explore the effects of code-mixing on clarity, understanding, and response; the impact of code-mixing on productivity and team

collaboration; and to investigate the employees' views, attitudes, and perceived effects of code-mixing.(3) Audio recording: The researcher recorded verbal interaction in mutually agreed-upon situation, with a total recording duration of 10–15 minutes. These recordings captured natural speech patterns and were transcribed verbatim. The transcripts were analyzed thematically alongside observation and interview data to triangulate findings on code-mixing usage, clarity, and response as well as its impact on the effectiveness of verbal communication among employees.

3. FINDINGS AND DISCUSSION

Pattern and Context of Code-Mixing Usage in Verbal Interaction Between Employees and Employees, Employees and Lecturers, Employees and Students, As Well As Employees and Guest at LP3I Polytechnic of Tasikmalaya Campus

The results of observation and interview analysis show that there are several patterns and contexts of code mixing commonly used by employees:

a. Word and phrase

The use of English words that are often mixed into Indonesian sentences, such as "deadline," "project". As expressed by the employee in this following statement, "*Kita harus segera menyelesaikan project ini sebelum deadline nih.*" It signifies that they had to complete the project before the deadline. Other words and phrases in code mixing such as *deadline, progress, on time, feedback, dresscode, to do point* are found in the employee's statement that "*Dalam suatu rapat formal dan diskusi tuh, biasanya kita tu menggunakan deadline, progress, on time, feedback, dresscode, to do point. Itu sih yang saya tau dan gunakan saat komunikasi.*" It is meant that in formal meeting and discussion, they usually use terms such as *deadline, progress, on time, feedback, dress code, and to do point*. That's what he knows and uses when communicating.

While in the informal context, the type of code mixing used is Sundanese mixed with Indonesian. For example, the use of the words *mangga* (please), *kumaha* (how), *naha* (why), *saha* (who), *hatur nuhun* (thank you). This is revealed from the following observation: "*Mangga bu, ibu dulu we ya, nanti saya nyusul bu bikin laporan na. Kumaha gutu pa? da saya mah hanya fokus ke proker inti we pa. Naha ari bapa bet teu diawal pa diubahna. Siap bu, hatur nuhun nya bu atos sharing sareng abi.*" It is meant that the man invited the woman to make her report first and he would follow. Then the woman asked the man what he thought about something, because she was only focused on the core work program. She also asked him why he hadn't changed it from the beginning. Finally, the man replied "ready" to the woman and thanked her for being willing to share with him.

English phrases are used in certain contexts, such as "to do point", "deadline", "brainstroming". This is revealed from the employee's statement that "*kita perlu brainstorming untuk ide baru secara to do point. Nah Kita juga mesti segera menyelesaikan tugas ini sebelum deadline.*" It is meant that that they need to brainstorm new ideas on a to do point and also need to complete this task before the deadline. The use of phrases in code mixing such as "talented", "order" also occurs, as expressed by the following employee's statement: "*Iya ya dia mah emang sangat talented ya dalam bermain musik. Eh bentar, Saya mau order pizza dulu, please dong.*" It indicates that he is indeed very talented in playing music, but then asks for a minute because he wants to order pizza first.

b. Usage context

The use of code mixing occurs in various contexts, which can be divided into two main categories: formal and informal.

1) Formal Context

In meeting, presentation and academic discussion, employees often use code mixing to convey complex ideas. The use of technical terms in English is considered to give a professional impression. This is revealed from the observation result which stated that "*Kita mesti ada progress nih dalam penggarapan project ini. Dan jangan lupa ya, kita terus*

lakukan follow up terhadap mahasiswa yang masih nunggak pembayaran." It is inferred that they must make progress on this project and also reminds them to continue to follow up on students who are still in arrears of payment.

2) Informal Context:

In casual conversation in the break room or when chatting with coworkers, the use of code mixing is more free and familiar. Employees feel more comfortable using a mixture of languages in this situation. This is revealed from the employee's statement as follows:

Saya merasa nyaman dengan menggunakan istilah asing karena ada warna dalam komunikasi. lebih simple, karena kalo dengan bahasa Indonesia lebih panjang. Nyaman dengan menggunakan code mixing karena bisa menyesuaikan dengan audience, enjoy saja tidak ada masalah, sepanjang itu untuk mempertegas makna, dan menambah kosa kata."

It is implied that he feels comfortable using foreign terms because it provides color in communication and is simpler, because if using Indonesian feels longer. He is also comfortable with using code mixing because it can adjust to the audience, feel enjoyment without problem, as long as it is to emphasize meaning and increase vocabulary.

Even in informal context, they tend to mix Sundanese words into Indonesian sentences. This was revealed from the employee's statement that *"Aku mah da ga bisa kalo ga libur hari sabtu ini mah. Ga apa atu ya, nanti ku abi diganti di sabtu depannya lagi ya"* It is meant that he couldn't take this Saturday off and asked if it was okay, as she would be replaced the next Saturday.

The Use of Code Mixing Affects Clarity, Understanding and Response in Verbal Communication and its Impact on Team Collaboration and Productivity.

a. Clarity and Understanding

Most employees revealed that the use of code mixing can improve communication clarity, especially when technical terms in English are used. This was revealed in employee' statement that *"File-nya tolong di-backup ke cloud sebelum di-update. Lalu Kerjakan bagian ini dengan detail, ya."* He instructed him/her to back up the file to the cloud before updating it and to work on that part in detail. The use of the words "back up," "cloud," and "update" is more efficient than a long description in Indonesian. Other employees' statement was revealed that *"kita perlu troubleshoot untuk kendala software komputer tersebut."* This statement directly leads to an understanding of the methodology for finding the cause of the problem.

However, there are also some employees who feel that the use of code mixing can cause confusion, especially for employees who are less fluent in the language used. Based on the findings, most employees feel that code mixing improves clarity, while a small number of employees feel confused. While related to understanding, most employees stated that they found it easier to understand the information conveyed by code mixing, while a small number of employees found it difficult. This is revealed from the following employee's statement.

Code mixing bahasa Inggris, Indonesia Sunda itu mempertegas maksud, informasi dan makna. Code mixing juga lebih memperjelas komunikasi, bukan sebagai gaya gayaan sih karena penggunaan code mixing tuh misalnya istilah tertentu bahasa Inggris lebih familiar. Selain itu penggunaan code mixing juga dapatmenambah kosa kata.

It is meant that the use of code mixing between English, Indonesian, and Sundanese is considered to emphasize intent, information, and meaning. In addition, code mixing is considered to clarify communication, not just as a style, because certain terms in English are more familiar. In addition, the use of code mixing is also considered to increase vocabulary.

b. Response in Verbal Communication

The use of code mixing affects the way they respond in communication. Employees who are more comfortable with English tend to be more active in discussion, while those who are less confident tend to be more passive. Regarding positive responses, most employees feel more confident to participate in discussion when code mixing is used. This is revealed

from the following employee's statement: "*Penggunaan code mixing berjalan baik baik aja sih, natural aja, tanpa kita sadari, dan sejauh ini, ga nimbulin kesalahpahaman diantara kami saat berbicara. Justru kita menggunakan code mixing itu malah saling respon gitu dan adanya feedback juga loh.*"

It is said that the use of code mixing goes well and feels natural, unconscious, and so far does not cause misunderstanding between them when talking. Instead, they feel that the use of code mixing facilitates mutual response and feedback. Code-mixing can also be used to quickly check understanding. This was revealed in the employees' statement that *jadi deadline-nya fix hari Jumat? Okay?*" She confirmed that the deadline was fixed for Friday. The use of the words "fix" and "okay" serves as a brief confirmation that indicates a response in an interaction.

c. Impact on Team Collaboration and Productivity

The result shows that the use of code mixing can affect team collaboration and productivity. Regarding collaboration, some employees stated that code mixing helps improve collaboration between team, because it facilitates the exchange of ideas. While related to productivity, some employees feel that effective communication through code mixing contributes to increased team productivity. This is revealed from the following employee's statement:

Tentu ya, ketika kita komunikasi bicarain proyek yang sudah ditetapkan, dengan code mixing tu sebenarnya untuk mempertegas makna gitu yang ingin disampaikan ke lawan bicara kita, nah otomatis itu tuh akan berdampak pada gimana tim itu jadi makin kolaboratif menggarap proyek tersebut karena ya itu tadi, adanya komunikasi yang efektif dengan code mixing tersebut. Begitu juga sesudah adanya kolaborasi maka pasti lah produktivas tim tu akan sangat bagus karena ya tadi itu, komunikasi yang menggunakan code mixing, buat negasin makna gitu.

It is explained that in communication regarding a defined project, the use of language mix aims to emphasize the meaning conveyed to the interlocutor, which in turn has a positive impact on team collaboration in working on the project. In addition, by a good collaboration, driven by mixed-language communication that clarifies meaning, would certainly lead to excellent team productivity.

Employee View and Attitude Towards Code Mixing and its Impact on The Effectiveness of Verbal Communication of Employees of LP3I Polytechnic of Tasikmalaya Campus

a. View and attitude

Most employees have a positive view of the use of code mixing. They believe that code mixing can enrich communication, emphasize the meaning conveyed, and create a more dynamic work atmosphere. However, some employees feel that the use of code mixing must be managed properly to avoid confusion and misunderstanding, especially when communicating with interlocutors whose education level is lower. This is revealed from the employee's interview result as follows:

Code mixing tuh ya lumrah, udah biasa. Normal saja selama bahasa tu dipahami oleh rekan kerja. Bisa memperkaya kosa kata. Selain itu, code mixing tuh, bagus, bisa diterapkan sih, lalu harus disosialisasikan, karena setiap orang tu berbeda latar belakang pendidikan. Ketika istilah code mixingnya paham, terus nyambung saat ngobrol, ya hal itu ga jadi masalah. Semakin banyak kosa kata yang dipakai dalam komunikasi kelompok dan individu, ya semakin meningkat juga sih informasi yang dia serap.

It is explained that code mixing is common and normal as long as it is understood by colleagues, and can enrich vocabulary. In addition, code mixing is considered good and needs to be socialized, considering that everyone's educational background is different. If the terms in code mixing are understood and the conversation goes smoothly, it is not a problem. The more vocabulary used in group and individual communication, the more information can be absorbed.

b. Impact of Code Mixing towards the effectiveness of the employees' verbal communication

The use of code mixing helps employees understand technical terms that are relevant to their work. Employees feel more confident in using foreign terms that they master. This is revealed from the employee's statement that *code mixing tu dapat memperkaya komunikasi karena bisamenyambungkan gitu. Terus, memberikan effort untuk belajar bahasa Inggris, memperkaya penggunaan kosa kata. Semakin banyak code mixing yang dipake, maka semakin menarik, dan nambah wawasan.* It is said that code mixing can enrich communication by connecting various terms, as well as provide an attempt to learn English and expand vocabulary. The more code mixing used, the more interesting and insightful the communication. Code mixing serves as a tool to build social relationship among employees. Employees report that the use of code mixing creates a more intimate and collaborative atmosphere. This is revealed from the following employee's interview result

Kalo rekan kerja sefrekuensi, jadi hubungan komunikasi bagus dan tidak mempengaruhi gitu, karena mereka pun paham kan. Hubungannya semakin aman dan nyaman. Dengan hubungan yang lebih baik diantara karyawan tu, itu akan mempererat hubungan loh. Walaupun orang tersebut lebih muda atau seatasan gitu misalnya. Selain itu, penggunaan code mixing tuh ga masalah, justru malah jadi efektif komunikasinya, lebih rileks, enjoy, dan good relationship lah buat kita semua. Satu sama lain saling ngasih motivasi.

It is implied that if coworkers are on the same page, communication relationship will be good and unaffected, as they understand each other. This creates a safe and comfortable atmosphere, and strengthens relationship between employees, regardless of age or position. In addition, the use of code mixing is not considered a problem, instead it makes communication more effective, relaxed and fun, and encourages mutual motivation.

Regarding the negative impact of using code mixing, some employees have difficulty in understanding the message when there are several foreign terms used without explanation. Some employees feel difficult to participate in discussions when foreign terms are used excessively. This causes confusion in communication. The impact of code mixing was also revealed from the employee's interview result as follows.

Yang penting code mixing tuh digunakan sewajarnya saja dan mesti tau konteks situasinya, pada dasarnya tiap orang tu berbeda wawasan dan pengetahuannya. Karena kalo misalnya penggunaan code mixing itu berlebihan misalnya menggunakan istilah bahasa Inggris saat berbicara ke karyawan yang pendidikannya dibawah kita kita, maka pasti hal tersebut akan berdampak negatif, misalnya menimbulkan kekurangpahaman merespon obrolan yang pake code mixing. Sehingga pada akhirnya orang yang diajak bicara tuh akan sulit loh untuk merespon apalagi adanya feedback. Karena hal yang tadi itu yakni mereka merasa kesulitan dan kurang jelas dalam menangkap ide yang disampaikan karena penggunaan code mixing tadi itu.

It is implied that the use of code mixing should be done reasonably and according to context, considering that everyone has different insight and knowledge. If code mixing is used excessively, such as when talking to employees who have a lower educational background, this can have a negative impact, causing confusion in responding to the conversation. As a result, the person being spoken to will have difficulty providing responses and feedback, because they find it difficult and unclear to understand the ideas conveyed.

This discussion aims to analyze and interpret the results of research on the Impact of Code Mixing on the Effectiveness of Verbal Communication of Employees of LP3I Polytecnic of Tasikmalaya Campus. In this discussion, the implication of the findings obtained are described, as well as the relationship between the use of code mixing and the effectiveness of verbal communication in the work environment.

1. Pattern and context of code-mixing usage in verbal interaction among employees at

LP3I Polytechnic of Tasikmalaya Campus

The result of the study shows that employees at LP3I Polytechnic of Tasikmalaya Campus often use code mixing in the form of words, phrases, and sentences. This usage varies depending on the context of communication, with a higher frequency in informal situation. Employees tend to use code mixing to express ideas more clearly and effectively, especially when dealing with technical terms. The use of technical terms and phrases in English shows that employees feel comfortable using code mixing to convey idea and information. This can improve communication efficiency, especially in professional contexts where technical terms are often used. However, unplanned use can cause confusion, especially for employees who are unfamiliar with these terms. Research by (Wei, 2011) shows that inappropriate use of code mixing can reduce the clarity of communication and lead to misunderstanding.

2. The use of code mixing affects clarity, understanding, response in verbal communication and its impact on productivity and team collaboration.

The use of code mixing can improve communication clarity and understanding, especially when technical terms in English are used. However, on the other hand, the use of code mixing can cause confusion, especially for employees who are less fluent in English. In addition, with code mixing, it can make it easier to understand the information conveyed. The use of code mixing also affects the way employees respond in verbal communication. Employees who are more comfortable with English tend to be more active in discussion, while those who lack confidence tend to be more passive. Furthermore, code mixing helps improve collaboration between team, as it facilitates the exchange of ideas. Therefore, effective communication through code mixing can contribute to increased team productivity. This is in line with (Khan et al., 2025) and (Achyuta et al., 2025) that stated Clarity, consistency, and openness in communication between management and employees are essential for building trust, reducing conflict, and improving team performance and collaboration.

3. Employee view and attitude towards the use of code mixing and its impact on the effectiveness of verbal communication

Most employees have a positive view of the use of code mixing, but there are also concerns about the potential for confusion. This shows that although employees of LP3I Polytechnic of Tasikmalaya Campus realize the benefits of code mixing, they also realize the need for good management to ensure communication remains effective in the use of code mixing in the work environment. Based on the research result, the use of code mixing has a positive impact, in terms of increased understanding and social relationship. Code mixing helps them understand technical terms relevant to their work, as well as creating a more familiar working atmosphere. This is supported by contemporary studies which show that through code-mixing, speakers can soften the mood, build solidarity, and maximize the effectiveness of communication in various offline and online contexts. (Liu, 2021; Pérez-Sabater, 2022; Rodríguez Tembrás, 2024)

This study also find that excessive use of code mixing can cause misunderstanding. Some employees find it difficult to understand the message when there are some foreign terms used without explanation. This shows that although employees feel comfortable using code mixing, it is important to manage it by considering the audience and context of communication. This is in line with (Yacovone et al., 2021), (Kheder & Kaan, 2016) and (Pratama, 2022) that code-mixing is a bilingual practice that is communicatively contradictory: on the one hand, it facilitates understanding, but on the other hand, it carries the risk of confusion and misunderstanding when the listener does not master the languages involved, when the social context is not supportive, or when the switch occurs in an unusual environment.

4. CONCLUSION AND SUGGESTIONS

The use of code mixing among employees of LP3I Polytecnic of Tasikmalaya Campus is quite high, with most employees often using code mixing in formal and informal interaction. The use of English terms helps in conveying relevant information. While the use of Sundanese and Indonesian code mixing helps convey information in the informal context of daily life. The use of code mixing affects clarity, understanding, and response in verbal communication and its impact on productivity and team collaboration. Code mixing can be an effective medium of communication in the work environment, if used wisely. Therefore, it is necessary to manage and guide technical terms in foreign languages for employees to maximize the benefits of using code mixing. Most employees have a positive view of the use of code mixing, but they also realize the need for good management to avoid confusion. This shows that the use of code mixing can clarify the meaning conveyed. Code mixing has a positive impact on improving understanding of technical terms and strengthening collaboration, teamwork, and relationship among employees. However, excessive use of code mixing can cause misunderstanding and reduce the clarity of communication. Future studies may explore the perception of students and lecturers regarding employees' use of code-mixing, particularly its role in supporting or inhibiting academic and administrative communication.

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