Copyright © the author(s)

Code-Switching Practices in Online Interactions Between Indonesian and Malaysian Coworkers: A Digital Workplace Perspective

Risna Tamrin[1], Bahar[2] Ana Rosida[3], Syahruni Junaid[4]
[123]Universitas Fajar
[4]UIN Alauddin Makassar
Risnatamrin93@gmail.com[1], baharsetiawan@unifa.ac.id[2], anarosida@unifa.ac.id[3], syahruni.junaid@gmail.com[4]

Penulis Korespondensi:
Bahar
baharsetiawan@unifa.ac.id

Abstract

This study examines how code-switching is sequentially organized and interactionally meaningful in digitally mediated workplace communication between Indonesian and Malaysian coworkers. Drawing on Peter Auer's (1998) interactional framework, the research analyzes naturally occurring WhatsApp and Slack exchanges to investigate how language alternation between Bahasa Indonesia, Bahasa Malaysia, and English functions within unfolding professional interaction. Adopting a qualitative descriptive-interpretive design grounded in Conversation Analysis, the study explores six analytical dimensions: sequential position, participant-related switching, action accomplishment, stance and alignment, task-oriented relevance, and uptake and response. The findings demonstrate that code-switching is systematically organized rather than random, with its meaning emerging from its placement within turn-taking structures and from interlocutors' responses. English frequently indexes institutional authority, technical precision, and procedural discourse, while Bahasa Indonesia and Bahasa Malaysia facilitate relational alignment, solidarity, and conversational continuity. Switches occur at analytically salient moments such as clarification, instruction-giving, evaluation, troubleshooting, and decision confirmation. The study extends Auer's spoken-interaction model to asynchronous and multimodal digital contexts, contributing theoretically to code-switching research and empirically to understanding cross-border multilingual workplace communication in Southeast Asia.

Keywords: Code-Switching, Digital Workplace , Interactional Sociolinguistics, Indonesian-Malaysian Coworkers.

Introduction

In sociolinguistics, code-switching is understood as a systematic and socially meaningful practice rather than random language alternation. Peter Auer (1998), through his interactional approach, views code-switching as sequentially organized within the flow of conversation, where its meaning arises from its position in interaction and from how participants produce and interpret it. Rather than assigning predetermined functions, Auer emphasizes that the significance of a switch is locally constructed in context, making his framework particularly valuable for analyzing how multilingual speakers strategically use code-switching in specific communicative situations.

This study adopts Auer's framework to investigate how Indonesian and Malaysian coworkers employ code-switching in online professional interaction. Specifically, it

examines (1) Sequential Position of Code-Switching, (2) Participant-Related Code-Switching, (3) Interactional Function (Action Accomplishment), (4) Stance and Alignment, (5) Task-Oriented Relevance, (6) Uptake and Response.

The expansion of digital communication technologies has reshaped workplace interaction across national and linguistic boundaries, with professional collaboration increasingly occurring through platforms such as WhatsApp, Zoom, Slack, and email. In Southeast Asia, particularly in Indonesian-Malaysian professional contexts, workplace discourse draws on multilingual repertoires comprising Bahasa Indonesia, Bahasa Malaysia, and English. Their linguistic proximity, combined with the institutional role of English, encourages fluid code-switching in digitally mediated exchanges. While earlier scholarship (e.g., Gumperz; Holmes) underscores the social and interactional meanings of code-switching in institutional settings, digital workplaces add new layers of complexity by blending formal and informal registers, integrating written and spoken features, and accelerating expectations of response.

Despite extensive research, routine digital workplace communication remains underexplored, as prior studies tend to focus on face-to-face settings, educational or migrant contexts, formal meetings, and mononational environments in Southeast Asia. Foundational models, including those of Gumperz and Auer, originally grounded in spoken interaction, have not been sufficiently reconsidered in relation to asynchronous, multimodal, and hybrid digital discourse. Addressing this gap, the present study analyzes naturally occurring online interactions between Indonesian and Malaysian coworkers to examine how code-switching among Bahasa Indonesia, Bahasa Malaysia, and English is sequentially organized and interactionally meaningful on platforms such as WhatsApp and Slack. By extending Auer's interactional framework to digitally mediated professional contexts, the research contributes theoretically, enriches empirical insight into cross-border workplace communication, and offers practical implications for multilingual coordination and relational alignment.

Therefore, this paper asks the following research questions: How is code-switching sequentially organized and interactionally meaningful in online workplace interactions between Indonesian and Malaysian coworkers?

Literature Review

The interactional approach offers a productive framework for overcoming limitations in earlier code-switching research. In *Code-Switching in Conversation: Language, Interaction and Identity* (1998), Peter Auer conceptualizes code-switching as a systematically organized conversational practice whose meaning is constructed locally within the sequential flow of interaction. Rather than being predetermined by broad sociocultural categories, the significance of a language shift depends on its placement within turn-taking structures and on participants' orientations to it. Drawing on Conversation Analysis, Auer argues that switching must be examined in relation to adjacency pairs, repair sequences, topic development, and participant alignment. He distinguishes between participant-related switching, linked to identity and linguistic repertoires, and discourse-related switching, which serves structural and conversational functions.

Although Auer's framework was developed from spoken face-to-face data, its principles remain relevant to digitally mediated communication. Online platforms such as messaging applications, email threads, and video meetings retain sequential organization, recognizable turn-taking, and response structures. Participants continue to orient to prior messages and anticipate subsequent replies, preserving the interactional

logic central to Conversation Analysis. Applying Auer's model to digital workplace settings thus enables a shift from macro-cultural explanations toward a close examination of how code-switching operates as a locally meaningful resource for displaying understanding, alignment, negotiation, or resistance in professional exchanges.

To deepen the analysis of code-switching in digitally mediated workplaces, several complementary theoretical perspectives are relevant:

Politeness Theory (Brown & Levinson, 1987) provides insight into how language choice functions in managing face needs and interpersonal relations. In multilingual professional settings, switching may mitigate face-threatening acts, soften directives, or signal respect and collegiality. Particularly in cross-border contexts where cultural norms of hierarchy and harmony are salient, code-switching may reflect subtle negotiations of power and relational distance.

The concept of Communities of Practice (Lave & Wenger, 1991; Wenger, 1998) highlights how shared linguistic practices develop through mutual engagement and joint enterprise. A workplace can be viewed as a community in which habitual patterns of code-switching form part of a collectively negotiated repertoire. From this perspective, language alternation reflects not only individual choice but also shared professional norms.

Translanguaging theory (García, 2009; García & Li Wei, 2014) challenges rigid boundaries between languages, proposing that multilingual speakers draw flexibly from integrated repertoires. In fast-paced digital workplaces, linguistic resources may be blended fluidly to achieve clarity, efficiency, and alignment. Translanguaging thus complements Auer's sequential framework by foregrounding the fluidity of multilingual practice while maintaining attention to interactional organization.

Digital Sociolinguistics further contextualizes code-switching within technologically mediated environments. Lee (2017) and Androutsopoulos (2023) argue that digital affordances shape turn-taking, audience awareness, multimodality, and identity performance. Emojis, hashtags, formatting features, and platform-specific reply structures influence how linguistic meaning is constructed and interpreted. Integrating these insights ensures that analysis of workplace code-switching accounts for the broader digital ecology in which interaction occurs.

Existing research underscores the strategic, relational, and identity-related functions of code-switching in professional and digital environments, highlighting its role in managing hierarchy, audience design, engagement, and professionalism. Studies show that English often indexes expertise and global orientation, while local languages signal solidarity and cultural alignment, and that digital affordances such as emojis and hashtags further shape these practices. However, most of this scholarship adopts a macro-level perspective, emphasizing institutional strategies and identity performance rather than examining how code-switching unfolds moment by moment in naturally occurring interaction. As a result, the sequential organization of switching how it responds to prior turns, manages repair, signals alignment, or facilitates task accomplishment remains insufficiently explored.

This gap is especially visible in cross-border digital communication between Indonesian and Malaysian coworkers, where the close relationship between Bahasa Indonesia and Bahasa Malaysia, together with the institutional use of English, forms a unique multilingual setting. In this context, even subtle lexical and pragmatic differences can become interactionally meaningful.

To address this, the study applies Auer's interactional framework to examine code-switching as a sequentially organized and locally meaningful practice in online professional exchanges. By combining conversation analysis with Politeness Theory, Communities of Practice, Translanguaging, and Digital Sociolinguistics, the research deepens understanding of multilingual workplace interaction and refines code-switching theory in contemporary cross-border contexts.

Methodology

Research Design and Participants

This study employs a qualitative, descriptive-interpretive approach within a sociolinguistic framework to investigate how code-switching is sequentially organized and interactionally meaningful in online workplace communication between Indonesian and Malaysian coworkers. Grounded primarily in Auer's (1998) interactional model and informed by Conversation Analysis concepts such as turn-taking, adjacency pairs, and repair, the research examines naturally occurring digital interactions rather than relying on quantitative measures. The data consist of work-related WhatsApp and Slack exchanges involving multilingual use of Bahasa Indonesia, Bahasa Malaysia, and English in cross-border professional collaboration, with personal content excluded. Collected within a specified timeframe under informed consent and anonymized for ethical compliance, the dataset was selected based on cross-national interaction, observable code-switching, multilingual practices, and clear sequential organization, then organized chronologically and transcribed to preserve interactional detail. The analysis centers on how code-switching is sequentially positioned and how it functions as a locally negotiated conversational resource for accomplishing professional actions in digital workplace contexts, prioritizing interactional meaning over frequency.

Finding and Discussion

This section presents findings from Slack and WhatsApp interactions analyzed through Auer's interactional framework. The results show that code-switching in digital workplace communication is systematically and sequentially organized. It does not occur randomly but serves clear interactional purposes. Across dimensions such as sequential position, participant orientation, action accomplishment, stance and alignment, task-oriented relevance, and uptake & response.

a. Sequential Position of Code-Switching

This indicator examines where the switch occurs within the flow of interaction. According to Auer, meaning is derived from sequential positioning, not from predetermined language functions. Therefore, identifying the exact placement of the switch in relation to prior and subsequent turns is crucial.

Data Whatsapp:

> *[12:59] Malaysian: Sebenarnya gambar ni dia suruh compare dgn yg last point tadi ke*
> *[13:00] Indonesian: Saya pikir macam tu, pasal clarity kan*
> *13:00] Malaysian: Yee sy rasa mcm tuu*
> *[13:00] Malaysian: Mcm which one fit the criteria*

In the utterance "Mcm which one fit the criteria," the speaker begins in Bahasa Malaysia with "Mcm" (macam) and then shifts into English within the same clause, demonstrating intra-sentential code-switching. Following Auer's interactional model,

the meaning of this alternation must be understood in relation to its sequential context. The utterance occurs during a task-oriented discussion in which the coworkers are interpreting instructions and comparing scenarios. The switch appears at the moment when the speaker moves from expressing agreement to explicitly formulating the evaluative problem, thereby clarifying the focus of the decision-making process.

From Auer's perspective, this constitutes discourse-related code-switching because it helps organize the interaction rather than reflect participant change or linguistic limitation. The shift to English coincides with the articulation of evaluative and institutional terminology ("fit the criteria"), which is associated with procedural assessment in workplace discourse. As such, the switch functions as a contextualization cue that reframes the discussion in terms of formal evaluation standards and signals a more analytical, task-focused footing within the digital interaction.

Data Slack:

Malaysian [3:50 PM]: hi, yg charlie cakap tu kena buat remarks dekat audio labelling kan?
Indonesian [3:51 PM]: Hi, iya betul and ada update sikit for audio policy
Malaysian [3:52 PM] iya haha tengah review
Malaysian [3:52 PM] saya nak tengok audio labelling page kamu boleh ke? sebab saya punya auto masih error dari lama
Indonesian [3:53 PM] boleh, saya masih oke je but sometimes error juga

According to Peter Auer, code-switching has no fixed meaning; its significance arises from its position within the unfolding sequence of interaction. Analysis therefore examines where a switch occurs whether it completes a response, initiates a topic, performs repair, or shifts footing rather than assigning it predetermined functions.

In the utterance "Hi, iya betul and ada update sikit for audio policy," the speaker first uses "iya betul" to confirm the previous turn, completing the adjacency pair. The mid-turn shift to English occurs when introducing additional procedural information. From Auer's sequential perspective, this placement is meaningful. The Malay segment signals interpersonal alignment, while the English segment marks a transition to institutional or technical discourse. The switch thus functions as a contextualization cue, locally organized at the precise point where the speaker moves from agreement to policy clarification in digital workplace interaction.

b. Participant-Related Code-Switching

Participant-related code-switching involves shifting languages to manage interpersonal alignment and accommodate interlocutors' linguistic preferences. Through such alternation, speakers may express solidarity, shared identity, professionalism, or signal authority and sensitivity to others' language competence. In digital workplace settings, it serves as a strategic resource for maintaining relational balance and supporting effective collaboration.

Data Whatsapp:

[09:49] Malaysian: kenapa sy tak boleh login
[09:49] Indonesian: Saya boleh je
[09:50] Malaysian: mcm ni juga kee page
[09:50] Malaysian: From here tekan apa

In this excerpt, the Malaysian coworker begins in Malay when describing the login problem, then switches to English in the next turn with "From here tekan apa." Although the topic remains troubleshooting, the switch occurs at the moment the speaker seeks clearer procedural guidance. The English phrase frames the issue more explicitly before returning to Malay, indicating that the alternation is embedded within the same sequence rather than marking a topic shift.

From Auer's interactional perspective, this represents participant-related code-switching oriented toward securing understanding and effective assistance. The switch is locally motivated by the need for clarity, using English as a shared professional code associated with digital instructions. Its meaning derives from its sequential placement within the help-seeking sequence, where it supports intersubjectivity and collaborative problem-solving in a multilingual workplace.

Data Slack:

Malaysian [3:49 PM]: kamu ada jumpa menu tanpa gambar tak for indo? Sy pernah
approve and now banyak pula utk MY
Malaysian [3:50 PM]: Without name and description maksud saya. Sorry2
Indonesian [3:53 PM]: iya, saya pun pernah jumpa tapi tak banyak. saya approve je sebab
product tu safe je
Malaysian [3:53 PM] Saya pun approve. Now dkt MY banyak cases mcm tuu
Malaysian [3:53 PM] 2 hari lepas sy jumpa yg ID tapi tak banyak

From Auer's interactional perspective, this excerpt exemplifies participant-related code-switching aimed at securing mutual understanding. The Malaysian coworker first asks in Malay, "kamu ada jumpa menu tanpa gambar tak for indo?", then immediately clarifies in English, "Without name and description maksud saya." The switch does not introduce a new topic but functions as a reformulation at a potential point of ambiguity.

The switch sequential placement shows an orientation to clarity, as the English phrase specifies the intended meaning and reduces interpretive uncertainty before the discussion proceeds. In line with Auer's model, the alternation is locally motivated and participant-oriented, serving to maintain intersubjective alignment in multilingual workplace interaction.

c. Interactional Function (Action Accomplishment)

This indicator examines the social actions enabled by code-switching in interaction. In workplace discourse, language alternation may support actions such as giving instructions, proposing solutions, managing disagreement, expressing uncertainty, negotiating responsibility, mitigating face-threatening acts, or conducting repair. From Auer's interactional viewpoint, code-switching gains significance through its role in shaping and recognizing these social actions within the sequential flow of conversation, rather than through predetermined functional labels.

Data Whatsapp:

[09:50, 3/4/2026] Malaysian: From here tekan apa
[09:50, 3/4/2026] Indonesian: Saya guna account google grab taxi kat chrome
[09:51, 3/4/2026] Indonesian: Iya betul tekan sign up with google

[09:51, 3/4/2026] Malaysian: Okayy
[09:51, 3/4/2026] Malaysian: Sy cuba lagi
[09:51, 3/4/2026] Malaysian: Sorry ganggu break

In the utterance "Iya betul tekan sign up with google," the Indonesian coworker uses intra-sentential code-switching by embedding the English interface phrase within a Bahasa Indonesia clause during a troubleshooting sequence. Responding to a login difficulty, the utterance functions as a directive.

The English insertion is interactionally significant because it precisely reproduces the wording of the on-screen button, ensuring clarity and reducing ambiguity. Positioned at the action-bearing core of the turn, immediately after a request for guidance, the switch aligns with the technological environment and facilitates successful problem resolution. Consistent with Auer's framework, its meaning arises from its sequential placement as a resource for precise procedural instruction in digital workplace communication.

Data Slack:

Malaysian [9:47 AM] Sy tak rasa internet problem sbb dah dua dapat harini sy label audio
unacessible
Malaysian [9:47 AM] Internet sy laju je
Malaysian [9:47 AM] Sy nak tanya group kot nanti
Indonesian [9:48 AM] hmm okay, maybe problem kat case tu sendiri
Indonesian [9:48 AM] audio unacessible label ni dah tepat

From Auer's interactional perspective, this excerpt forms part of a troubleshooting sequence addressing repeated "audio not accessible" issues. After the Malaysian coworker reports the problem and considers consulting the group, the Indonesian coworker evaluates the case and states, "audio unacessible label ni dah tepat," inserting the English technical phrase into a Malay evaluative frame.

This intra-sentential switch occurs at the decisive moment of procedural confirmation. Its sequential placement gives it meaning: the English term indexes institutional validation and helps finalize the labeling decision, thereby resolving uncertainty and closing the sequence. In line with Auer's framework, the switch functions as a resource for completing task-oriented institutional work in multilingual digital workplace interaction.

d. Stance and Alignment

The stance and alignment indicator explores how code-switching signals speakers' epistemic and affective positions, as well as their relational orientation toward others in interaction. Through language alternation, speakers may express certainty or uncertainty, politeness, humor, hesitation, or alignment and disalignment with coworkers. In digital workplace contexts, switching can also index institutional positioning by negotiating authority and collegiality for example, softening directives, minimizing hierarchical distance, highlighting collaboration, or projecting professionalism, often through the use of English as a marker of formal discourse.

Data Whatsapp:

[14:02, 12/5/2025] Malaysian: Macam pelik pula nak reject sebab tu mmg sh kan, jadi semua

baseline dgn autmodqc yg review kena reject 🥲
[14:20, 12/5/2025] Indonesian: Iya betul tu, semua bad image kena reject, TL cakap macam tu 🤣
[14:37, 12/5/2025] Malaysian: Charly reacted yes. So kena reject juga 😆
[14:38, 12/5/2025] Indonesian: Okay reject ye case tu 😅

In the utterance "Charly reacted yes. So kena reject juga 😆," the Malaysian coworker performs inter-sentential code-switching at a crucial closing point in a decision-making sequence. The English segment reports the superior's approval, indexing institutional authority and procedural validation, while the subsequent switch to Bahasa Malaysia ("kena reject juga"), accompanied by a laughing emoji, delivers the decision in a more informal and collegial tone. From Auer's interactional perspective, the switch gains meaning through its sequential placement, marking a shift from authoritative reporting to collaborative task implementation.

By combining English to invoke hierarchy and Malay to mitigate imposition and foster solidarity, the speaker balances professional obligation with peer alignment, and the Indonesian coworker's immediate acceptance confirms the successful interactional uptake of this bilingual framing.

Data Slack:

Indonesian [3:42 PM] tapi kamu dah share screen pula dgn JJ?
Indonesian [3:43 PM] sya belum cek lagi hehe,,,nanti saya bagi tau yaa, saya tak dapat refresh sering2 sebab asyik error je bila reload lagi huhu
Malaysian [3:44 PM] haha faham sanga tuu stress dgn error
Malaysian [3:44 PM] iya dah share screen dgn jj

In this excerpt, the Indonesian coworker voices frustration over persistent system errors, and the Malaysian coworker replies, "haha faham sangat tuu stress dgn error," using entirely informal Malay despite the broader interaction's frequent English technical terms. From Auer's interactional perspective, this choice is meaningful. The use of Malay, along with laughter and expressions of understanding, signals empathy and shared affect rather than advancing task-related discussion.

Positioned immediately after the complaint and before returning to procedural talk, the response prioritizes interpersonal alignment. Thus, the maintenance of Malay functions as a contextualization cue marking a shift from institutional footing to collegial solidarity, with its meaning arising from its sequential placement as a resource for managing relationships in digital workplace interaction.

e. Task-Oriented Relevance

Task-oriented relevance concerns how code-switching directly contributes to accomplishing workplace goals in digital interaction. In professional contexts, language alternation often appears during task clarification, the use of technical terms, decision-making, conflict resolution, or efforts to improve clarity and efficiency. Examining these instances connects the micro-level sequential organization of switching with broader institutional objectives, showing that code-switching functions not simply as a linguistic feature but as a practical resource for achieving organizational tasks in technology-mediated settings.

Data Whatsapp:

[13:00, 3/4/2026] Indonesian: Saya pikir macam tu, pasal clarity kan

[13:00, 3/4/2026] Malaysian: Yee sy rasa mcm tuu
[13:00, 3/4/2026] Malaysian: Mcm which one fit the criteria
[13:02, 3/4/2026] Indonesian: Saya rase scenario 1 tu safe je, yg scenario 2 tu missmatch dgn
description
[13:04, 3/4/2026] Malaysian: Yee mismatch color description

In this exchange, the coworkers engage in intra-sentential code-switching by embedding English task-related terms such as "fit the criteria," "scenario 1," "scenario 2," "mismatch," and "description" into predominantly Malay/Indonesian clauses during a collaborative evaluation of image clarity and textual alignment. The switches occur at key moments when formal assessment categories and justifications are introduced, as the interaction progresses from instruction clarification to comparison and decision confirmation. From Auer's interactional perspective, the meaning of these alternations derives from their sequential placement.

English indexes institutional terminology and evaluative standards, while Malay/Indonesian organizes the conversational flow and interpersonal coordination. This systematic pattern reflects task-oriented relevance, supporting analytical precision and efficient collaborative decision-making in digital workplace communication.

Data Slack:

Malaysian [1:23 PM] Hi, from side kamu drishti slow ke
Indonesian [1:25 PM] Hi, iya betul slow sangat after lunch ni
Malaysian [1:26 PM] Okay sis, dah buat berapa?
Indonesian [1:26 PM] saya dah buat 756, awal shift pagi tadi cases cukup banyak

In the utterance "Hi, from side kamu portal slow ke," the Malaysian coworker initiates a task-focused inquiry about system performance through intra-sentential code-switching, combining a Malay/Indonesian syntactic structure with English lexical items such as "from side," "portal," and "slow." The switch occurs within a single clause and centers specifically on technical references, signaling a procedural rather than relational purpose. The Indonesian coworker's reply, which retains the English word "slow," sustains this technical framing.

From Auer's interactional perspective, the meaning of the switch derives from its sequential placement within a task-initiation sequence, where English indexes the institutional and technological domain of workflow efficiency. Thus, the alternation functions as a discourse-related resource that foregrounds task relevance and operational continuity in multilingual digital workplace interaction.

f. Uptake and Response

Within Auer's interactional perspective, uptake and response are crucial because the meaning of code-switching is co-constructed through sequential interaction. Analysis therefore extends beyond the initial switch to examine how the subsequent speaker treats it whether by maintaining, shifting, or marking it as significant. The recipient's response may display alignment, understanding, resistance, or reinterpretation, indicating how the switch is oriented to in context. Accordingly, the interactional significance of code-switching arises not solely from the speaker's choice, but from how it is taken up and ratified in the next turn.

Data Whatsapp:

[15:54] Malaysian: Kena buat cases ke sejam lg ni hahah
[15:55] Indonesian: Iya keh, ingat tak perlu buat cases lagi
[15:55] Indonesian: Saya buat mismatch dri milla je 🤭
[15:55] Malaysian: Hahah taktauuu
[15:55] Malaysian: Tu soalannn hahhaha

In this exchange, both speakers incorporate English institutional terms such as "cases" and "mismatch" into predominantly Malay clauses (e.g., "buat cases," "buat mismatch"), demonstrating intra-sentential code-switching tied to workplace procedures. The sequence begins with the Malaysian coworker's question introducing "cases" as a task category, which the Indonesian coworker subsequently repeats and expands by adding "mismatch," while maintaining the same bilingual register.

From Auer's interactional perspective, the meaning of the initial switch becomes evident through this uptake: the repeated use of English terminology signals its normative relevance within the institutional context. Rather than translating the terms, both participants sustain the shared professional vocabulary, showing how multilingual task-related language is collaboratively reinforced through sequential interaction in digital workplace communication.

Data Slack:

Malaysian [1:48 PM]: hi, rw guguk itu dog meat kan?
Malaysian [1:48 PM]: Saya nak confirm
Indonesian [1:49 PM]: Hi, iya betul itu dog meat
Malaysian [1:49 PM]: alright thanks sister

This exchange forms a confirmation adjacency pair beginning with "rw guguk itu dog meat kan?", followed by "iya betul itu dog meat," and closed with "alright thanks sister." The Malaysian speaker's initial turn blends Indonesian with the English term "dog meat," and the Indonesian coworker retains the same English lexical item rather than translating it, thereby maintaining the bilingual format.

From Auer's interactional perspective, this repetition constitutes meaningful uptake: by reproducing "dog meat," the second speaker ratifies the switch as appropriate and aligned with the established code choice. The final English closing further signals acceptance and sequence completion, demonstrating that the interactional significance of the code-switch emerges through its smooth continuation and shared orientation across turns in multilingual workplace communication.

Conclusion

Based on the findings of this study, it can be concluded that code-switching in online interactions between Indonesian and Malaysian coworkers is systematically and sequentially organized, rather than random or incidental. Across all six analytical dimensions sequential position, participant-related switching, action accomplishment, stance and alignment, task-oriented relevance, and uptake and response language alternation functions as a locally meaningful resource shaped by its placement within the unfolding interaction. English frequently indexes institutional authority, technical precision, and professional discourse, while Bahasa Indonesia and Bahasa Malaysia facilitate relational alignment, solidarity, and conversational flow. Crucially, the meaning of each switch emerges through its sequential environment and through how it is taken up by interlocutors, confirming Auer's claim that code-switching is interactionally

constructed. Overall, multilingual resources are strategically mobilized to accomplish tasks, negotiate relationships, manage institutional demands, and sustain mutual understanding in digitally mediated cross-border workplace communication.

References

Androutsopoulos, J. (2023). *Digital sociolinguistics and language variation in online contexts*. Routledge.

Auer, P. (1998). Code-switching in conversation: Language, interaction and identity. Routledge.

Brown, P., & Levinson, S. C. (1987). Politeness: Some universals in language usage. Cambridge University Press.

García, O. (2009). Bilingual education in the 21st century: A global perspective. Wiley-Blackwell.

García, O., & Li Wei. (2014). Translanguaging: Language, bilingualism and education. Palgrave Macmillan.

Gumperz, J. J. (1982). Discourse strategies. Cambridge University Press.

Holmes, J. (2000). Politeness, power and provocation: How humour functions in the workplace. Discourse Studies, 2(2), 159–185. https://doi.org/10.1177/1461445600002002002

Lave, J., & Wenger, E. (1991). Situated learning: Legitimate peripheral participation. Cambridge University Press.

Lee, C. (2017). Multilingualism online. Routledge.

Thurlow, C. (2013). Digital discourse. In D. Tannen & A. M. Trester (Eds.), Discourse 2.0: Language and new media (pp. 139–156). Georgetown University Press.

Thurlow, C. (2017). The irony of digital discourse. In S. Seargeant & C. Tagg (Eds.), The Routledge handbook of English language and digital communication (pp. 99–114). Routledge.

Wenger, E. (1998). Communities of practice: Learning, meaning, and identity. Cambridge University Press.

Safii, M., Puspita. C., & Berangin, A.S., (2025). Digital Linguistics in Human Resource Management: Code Switching, Emojis, and Hashtags in Employee Engagement. Journal of English Language and Education, 11(2), 628-634. https://jele.or.id/index.php/jele/index

Wulandari.C.E., Hadianti.A.N., & Fhadilathusy.S.M., (2025). Code-Switching in Digital Communication: A Study of Bilingual Language Use in Popular Platforms. Internasional Journal of Language and Culture, 3 (1), 20-30. https://doi.org/10.63762/ijolac.v3i1.28

Suwarni,A., (2025). Breaking The Language Barrier: A Cross-Cultural Analysis Of Code Switching in Asian Professional Workplaces. International Journal of Studies in International Education*, 2(1), 91-106. https://doi.org/10.62951/ijsie.v2i1.203*