CHAPTER I

INTRODUCTION

1.1. Background of the Study

Interaction can happen everywhere in a wide variety of context and in various locations either face to face or indirectly, for example, when we are making some telephone calls. This interaction between human language and technology might be the basis of new ways of using language in telephone conversation especially for people who have close degree of intimacy. Although we cannot see the presence of each other but we can still talk in interaction. Without any limitation to use, we can carry mobile phone everywhere and it becomes a simple way of communication especially for busy people. That is why many people prefer having conversation by mobile phone to any other devices.

Nowadays, mobile phone technology introduces new sense of speed and connectivity to social life. As Malcolm (2008) said that the introduction of mobile phones does not only change the nature of conversation but also changed the nature of the public and private sphere in which conversation can take place. Bodomo (2010, p. 102) also stated that the people would rather communicate via mobile phone than landline phone because it can be used anywhere and anytime. That is why people tend to use mobile phone than other devices. There are also some benefits of using mobile phone. Some features are already available in this device, such as internet, camera and the mostly used is text messaging. Text

messaging is the feature for sending message, with a cheaper cost rather than making a phone call.

Another reason for using the mobile phone is the flexibility and simplicity. The numbers of features in mobile phones facilitated us to talk with others. Under this circumstance, sometimes people feel comfortable to do longer talk and find the difficulties to close the conversations. Conversations could be finished sometimes because of external situational reasons, such as having to stop the conversation on public transportation because one of the participants needs to get off or having to stop the conversation after the purpose of phone call uttered. Hence, people may use any signal to close the conversation which indicate that conversation completely ends.

Furthermore different cultures influence someone in communication strategies in closing conversation. As Schegloff (1987) stated that, this is caused by different setting, context and participant will affect people interact between each other (Schegoff, 1987, cited in Ledema, 2003, p. 75-80) especially in closing conversation in Indonesian mobile phone, for instance, a conversation between a teachers with the student will have different way in communication, they will talk formally. On the other hand, conversation between student and student outside school, they will talk informally than conversation before.

One of the pioneering studies is conducted by Schegloff and Sacks (1973), which examines American English closing from natural telephone conversation data and gives a sequential organization of closing patterns. Harvey Sacks, Emanuel Schegloff and their friend, Gail Jefferson are sociologist who develop

Conversational Analysis in the late 1960s and early 1970s. Sacks died early in his career, but his work was championed by others in his field and Emanuel Schegloff has more recently identified "talk-in-interaction". In their work they found that conversations are brought to a close by the joint work of the participants. They also have suggested that the conversational procedures in the closing are of a universal character.

According to Sidnell (2009), conversation analysis is an approach to the study of social interaction that focuses on practices of speaking that recur across a range of contexts and setting. In conversation analysis, not all conversation proceed smoothly and cooperatively especially at the ending of conversation. Furthermore, the closing of telephone conversation is an important thing in everyday conversation in order to make the telephone ends smoothly. Therefore, closing especially in a telephone conversation must be carefully placed so that the function to close a conversation does not force the addressees to exit while they still have something to say (Levinson, 1983, p. 38).

In other words, they need some signals to close the conversation because closing is crucial in a conversation. As Schegloff (2007) stated that every turn in a conversation is central to form an organized and good section of interaction between two parties, for example closing sections. It means, without interrupting other parties we can close our conversation with the signal. In this case, to avoid miscommunication at the ends of conversation, people need terminal exchange to close the conversation such as "goodbye", or "bye", which indicate that caller and receiver do not want to continue the conversation.

Schegloff and Sacks (1973) had made a research about American telephone conversation closings. They argued that a conversation does not simply end, but is brought to a close. Schegloff and Sacks's propose that before producing a terminal greeting such as *bye,* participant needs to agree that this is a suitable position for terminal greetings. The result of Schegloff and Sacks's research is they found the concept of a closing section. It is found that closing section consist of two categories, the first is "pre closing" section which had four signals such as "topic bounding", "warrant", "making arrangement", "misplacement marking". The second is "final closing" section which indicate the end of conversation. Another researcher, Takami (2002) has conducted research about closing telephone conversation in Japanese language between intimates. In her research, she suggested that Japanese speakers cooperate with each other to finish the conversation and not to threaten each other's faces.

By using Schegloff's pattern of closing section in American telephone conversation as the general theory, the writer wants to know the pattern of closing sections in Indonesian mobile phone conversations especially those who have close degree of intimacy. Therefore, the writer conducts the research in mobile phone conversations especially in Indonesian language as the target data in order to see the pattern of closing section in mobile phone when they were having interaction. The writer uses conversational analysis approach to analyze those conversations and tries to investigate closing section in detail.

Although mobile phone conversation is not face to face interaction, we can still share everything which often made us difficult to stop the conversation.

4

As it has already been mentioned above, closing telephone conversation may be more difficult than face to face conversation because producing and recognizing the closing have only verbal signal to rely on. Therefore in closing the conversation we need component of terminal exchange such as "goodbye" but plainly not exclusively used. Other components are like "ok", "see you", "thank you", "you're welcome", are also used (Schegloff, 1973, p. 298).

After seeing that phenomenon, the writer is interested in making a research about closing section in mobile phone conversation between people that have close degree of intimacy which usually happen in casual conversation, especially in the closing part. Schegloff (1973, p. 291), found that conversational closing will converge from a diverse range of conversations in their course to a regular common closure with "bye bye" or its variants. It is suspected that casual conversation has special characteristic that can be analyzed. Hence, to support the analysis, Conversation Analysis is used as the main theory of this research.

1.2. Statement of the Problem

Based on the explanation above, the writer would like to state the problems as follows:

1. What is the pattern of closing sections in Indonesian mobile phone conversations?

2. Why do these Indonesian mobile phone conversations have such patterns?

1.3. Objectives of the Study

Concerning to the statements of the problem, the objectives of the study are:

1. To identify the pattern of the closing section in Indonesian mobile phone conversations.

2. To identify the difference pattern in Indonesian mobile phone conversation

1.4. Scope and Limitation

This study mainly concerns in the pattern of mobile phone conversation in a casual occurrences. The writer will only look at closing section that occurs in mobile phone conversations. The data in this study were taken from people who have close degree of intimacy. The writer will take the data from her friends only because she needs to take permission and confirmation of the data which were going to be taken. The writer will analyze the data from the middle which indicate as pre closing to the ends of conversations and identified the conversations.

1.5. Significance of the Study

This study is expected to give theoretical and practical contribution especially in linguistics. The aim of the study is to gain more knowledge on the study of Conversational Analysis. Through this study, the writer intends to show to the readers, the closing sections in mobile phones conversations that the participant uses on telephone conversation. The writer hopes that this study can be

useful and contribute valuable information for other students who major in discourse field especially in closing sections through mobile phone conversations.

1.6. Definition of Key Terms

Closing Section	: a result of speakers negotiation with one another to closure (Wang, 2009)
Casual Conversation	: interactions which are not motivated by a clear pragmatic purpose (transactional information exchange), and which display informality and humour (Eggins and Slade, 1997, cited in Block, 2003, p.71).
Mobile phone	: a technological communication device created for making mobile telephone calls (Lloyd, 2007).
Conversational Analysis	: the study of talk and other forms of conduct (including the description of the body in gesture, posture, facial expression and on going activities in the setting) in all forms of interaction (Schegloff, 2002).