

CHAPTER III

METHOD OF THE STUDY

3.1. Research Approach

Conversational Analysis approach is the suitable method to be used in this research, because the writer of the thesis only recorded the voice of the telephone calls and did not look on the visual aspect in order to make her alleviate some difficult problems in the analysis and description of visual feature of conduct in interaction and that help to warp a natural behaviour in everyday living (Schegloff, 1986, p.112). Conversational analysis is an examination of talk-in-interaction precisely developed to explicate how people bring social actions through their talk. Conversational Analysis brings a perspective on people's use of the interactional expectations of turn-taking, the sequential placement of messages and how social relation produced (Littlejohn & Foss, 2005).

Olsher said in his interview with Schegloff (2000, p.118) that the practices of any speaker should rest solely on our intuition, or any prescriptive notion of what language should be and the analysis should always be grounded in a body of data examined with the same analytic method. The statement means that analysts can start with intuition first and then relate to what other might say, or in other words they have to think objectively. Analysts cannot disregard people's opinion because their experience are usually not the same with other, if it is the same then the analyst can do the broader steps in examining the data (2000, p.118) .

3.2. Corpus

Mobile phone conversation has been chosen to be the object of this research because most of the people now use mobile phone in their daily life. Thus, the writer chose Indonesian mobile phone conversation because different culture will influence on communication strategies. Closing section is an important role in a conversation, it contain the sections of the call. It determines whether or not a conversation will end or not. Closing section initiates with pre-closing consist one of the signals and end with final closing where the conversation or phone call was really over.

Fifteen (15) conversations have been randomly picked and those conversations can be used for analyzing the closing sections. The writer of the thesis only took Indonesian participant from the people she knew. Thus, the writer chooses her friends as subject of her research because they sometimes mixed their conversation by using Indonesian or Javanese accent. The choice of these subjects enabled the writer to easily get the permission to record the data. Participants must know that they have been recorded even after the recording because mobile phone calls are considered as private and they have the right to decide whether it can be used or not. The participants were not supposed to tell the callers that they would be recorded in the beginning of the phone call because it might affect the conversation.

In the interview with Schegloff (2000, p.114), Jean Wong said that CA hallmark often get the participant from the same group, culture, and language in order to make them easier to analyze the data, that is why the writer also did the

same thing by choosing the participants from the same group, culture and language. Another reason why the writer chose her friends is to make it easier for her when she wanted to confirm the data because she needs to ask the context of the phone call but in analyzing the data the writer cannot confirm the data as well. The writer did not restrict the participants who record the data as a caller or the recipient, even though the participants who recorded the data was the caller, still they did not know what actually will be observed so it is still considered as a natural conversation.

3.3. Data Transcription

Since this study concerns in conversational analysis and does not use video, therefore the data needs to be transcribed in detail. On the other hand, the reader of this research cannot hear the recording so the writer used the code in transcribing the data. Transcription represents the recording in written form as a real substitute (Psathas & Anderson, 1990). The writer transcribed it with CA transcription, using Schegloff's (2000) transcription symbol. Furthermore, transcription is the essential part of CA's research report that giving the reader a way of checking the analysis presented which is not available with other method (ten Have, 1986). In transcribing the data in this study, the writer use initial R as the representative of the Recipient and initial C as the representative of the Caller.

3.4. Techniques of the Data Collection

The writer gathered the data for nine months from May 2010 up to February 2011 to assort random data. The writer chose her friends only as the participants and selected the conversation which the participants had degree of intimacy. In collecting the data for her research, there are several things to do. First she had to ask a person to record their telephone calls. After having the permission, the writer used several ways to record the data.

The writer used any lands of phones which have recording feature to record the phone call. When receiving a call, there are several steps to do before the participants do the recording. If the phone rings, the recipient should press the *answer* ① button first but remain silent in order to give the sign that the phone has not been received yet, then press the *option* and select *record* option and the phone call starts recording automatically, then the recipient may begin to start the conversation. If the participants are going to call someone, as soon as the receiver picks up the phone the participant must record the phone by selecting the *record* option, the techniques are just as the same as when the participants receiving a call. The same as receiving a call, the participants need to remain silent first.

The quality of mobile phone conversation recording can be heard clearly since the writer used the application directly from the phone and there is no need to use other instruments. The problem occurred when the participant picked up the phone in the noisy situation, which will be more difficult to hear the conversation because there was other voice interrupting the participant's voice, and could

possibly disturb the closing section. So, the writer only used the data which can be heard clearly.

For the mobile phone data taking, since mobile phone device has recorder application, it can be used to record telephone conversations. So it is easier for the writer to record the data. For example, although the writer was not being with her friends while answering or making the phone call, they could easily record the conversation by themselves without suspecting that they were being the subject of a research. Both the caller and the receiver need to know that their conversations are taken for a research, but since conversational analysis deals with natural conversation and the writer only took the closing sections the opposite caller can be informed after some time or after making the phone call. After getting the phone conversation the writer has to confirm to both participants for using the data for her research.

3.5. Techniques of the Data Analysis

The first step to be used in this research is to sort some data because some of the data may be corrupted while recording. Then transcribing the data by using Schegloff (2000) CA transcription is the next step to be taken. After the transcription has been made, the writer identified the data, classified and analyzed the data according to Schegloff and Sacks (1973) closing sections in telephone conversation.

The mobile phone conversation data was analyzed based on the Schegloff and Sacks (1973) closing sections categories. The writer identified them and then

drew a pattern that lies in closing sections from fifteen mobile phone conversations. The writer differentiated the regular pattern and irregular pattern classification based on Schegloff and Sacks (1973) closing sections structure. While classifying the data to regular and irregular pattern, the writer also did a depth analysis about how the closing sections could happen. After knowing the pattern and how those conversations happened, then a conclusion can be drawn to this research. In conclusion, these are steps that have been used in investigating this research,

- Sorting the mobile phone data
- Transcribing the data with CA transcription
- Identifying the data
- Classifying the data
- Analysing the data
- Drawing a conclusion