CHAPTER I

INTRODUCTION

I. 1 Background of the Study

In daily life, spoken language is used in two different situations: formal and informal. This depends on a number of factors, such as the sort of contact the users have and the sort of occupation they posses (which is closely associated to the former). A type of spoken language used formally is that employed in interview.

Such an encounter frequently occurs in a form of interrogative encounter between two participants that have asymmetry statuses. These statuses reflect a power differential that occurs for external reason to the encounter itself (Akinnaso and Ajirotutu in Gumperz, 1982). In this case the interviewer is often more powerful than the interviewee, in the sense that the interviewer has a legitimate control access to the interviewee by asking question designed to elicit responses.

With the growth of complex social and political institution, the division of labour, and the development of bureaucracy, interview has become the major medium for determining people's access to political, social, and economic rewards. And perhaps the most significant kind of interview today is the job interview. By far it is the most formal and the most important face to face encounter in the complex industrial societies.

Akinnaso and Ajitotutu state that job interview differs from ordinary conversational interaction in several ways: in term of its formality and its purpose. Besides that, the most important features of the job interview are its fixed

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organisational structure and its strict allocation of right and duties (Akinnaso and Ajirotutu in Gumperz, 1982:121). Basically the interview has power over the interviewee. S/he controls both the organisational structure of the interview and the mechanics of the interaction.

The interviewer has the rights of starting it, introducing new topics or even changing topics (Covelli and Murray in Gumperz, 1982: 120), and of terminating the conversation.

Perhaps the interviewer's greatest weapon is the legitimate control access in asking questions that bring responses that will be evaluated. These kinds of distinctive characteristics have effects on the interviewer and interviewee in term of their communicative choice.

The pattern of communicative choice that is used by the participants is much more crucial in job interview than in ordinary conversation. This is not simply because the stakes are greater in the former situation but also because the burden of the interaction is placed on the candidate's communicative effectiveness.

In the job interview where the focus is more on the result of the interaction, miscommunication and negative evaluation often arise when participants do not share the same cultural and linguistic background. Even when background is shared, miscommunication or non-communication can occur if one party, especially the interviewee, lacks the ability to 'go beyond' surface meaning.

The interviewee, in fact, must go beyond the surface semantics of interview questions to infer the questioner's intent and choose the necessary

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information about his/her background and qualification to produce effective responses.

The interviewee's ability to go beyond the surface, pick the relevant cues, infer the intended meaning, and effectively negotiate an acceptable relationship between questions and responses are important measures of his/her success. Because individuals vary in such ability, there is no doubt that shared linguistic and cultural backgrounds will normally enhanced mutual understanding between interviewer and interviewee and thus promote the latter success in the interview.

And to know the better description about this language phenomena, we should concern with the three parameters – as stated by Akinnaso and Ajirotutu -- to determine the pattern of linguistic and paralinguistic that lead to the communicative effectiveness of interview's interactants, those are:

1. Stylistic expectation: it is used to find out the conventionalised surface signs that are used to signal certain intention.

2. Content: it is used to find out the general meaning of what is said as signal by linguistic and paralinguistic cues.

3. Underlying patterns: it is used to find out the intended meaning or inference of an interview utterance.

In most social interaction, the distribution of social and cultural resources among interactans is best expressed in the pattern of linguistic and paralinguistic choices. Therefore, in this study, the writer would like to describe those kinds of patterns and the reasons of using those communicative choices as language phenomena.

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I. 2 Statement of the Problem

Considering the fact above, the writer would like to state the problem: How is the pattern of communicative choice that is used in job interview interactions?

I. 3 Objective of the Study

Based on the statement of the problem, this study is going to find out the patterns of communicative choice; which are linguistic and paralinguistic choice, and its distribution during the job interview interaction.

I.4 Significance of the Study

The significance of this study is to give a meaningful contribution to the linguistics study especially that of discourse analysis. This study is also expected to be useful for English Department student, or one that is interested in studying this subject.

Furthermore, this study will hopefully give certain benefits for the employer of Human Resources Department and also for the candidate employees to achieve communicative effectiveness.

The study will be helpful as a guide book to set up and design a better planning of the interview questions which will lead to an effective and efficient job interview. Furthermore, the candidate employees will get an additional knowledge on the nature of job interview, so that he or she will be able to produce a series of effective answers for their future decisions.

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I.5 Scope and Limitation

In this study, the writer would like to give limitation on the analysis only in Job interview using Bahasa Indonesia (a formal standard language)-- considering there may be some other languages used in job interview, such as: English and Japanese.

I. 6 Theoretical Background

This study mainly uses a discourse analysis theory to investigate the language phenomena found in job interview. Brown and Yule state that the analysis of discourse is, necessarily, the analysis of language in use. As such it cannot be restricted to the description of the linguistic forms independent of the purpose and function which those forms are designed to serve in human affairs. While some linguists may concentrate on determining the formal properties of a language, the discourse analyst is committed to an investigation of what that language is used for.

Brown and Yule also state that there are two major functions of language, those are interactional and transactional. A function of language involved in expressing social relation deserves to be called as interactional. A function which language serves in the expression of content is called as transactional. The latter is suitable to identify the job interview interaction. In primarily transactional language, the important thing is that the efficient transference of information. Language used in such a situation is primarily 'message oriented'. In this case, the recipient gets the informative detail correct.

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In job interview, there will be unfortunate consequences for the interviewee if the recipient does not primarily understand the message; in this case the interviewer asks questions that elicit answer for the interviewee's future decision. In here, the ability to share cultural and linguistic background to signal interpretative frames and to discover underlying pattern of the interview utterance would be the key for the interaction effectiveness. To be able to describe those elements for achieving communicative effectiveness, the writer used three parameters: stylistic expectation, content, and underlying pattern.

Stylistic expectations and content seem to merge in what Gumperz(1977: 199) describes as contextualization cue: " any aspect of the surface forms of utterances which, when mapped onto message content, can be shown to be functional in the signalling of interpretative frames." In this case, what Gumperz really means is in term of approaching the identification of social meaning in the activity performed by a speaker in uttering.

The conception of 'go beyond' the surface has been explained by Brown and Yule. According to them, the hearer has no direct access to a speaker's intended meaning and has to rely on a process of inference to arrive at an interpretation for utterances or for the connection between utterances. Furthermore, they state that the general notion of inference appealed to is used to describe the process that the hearer must go through to get from the literal meaning of what is said to what the speaker intended to convey (Brown and Yule, 1984: 256). Silverman (1973) also state an important notion about interview talk. He states that interview talk is "never heard in itself but as representing or corresponding to some reality routinely available in the world (and of interest to

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the interviewer) in terms of which it must be decoded" (Silverman in Gumperz, 1982).

Besides those theories, the writer should take account also on the concepts which have a correlation in job interview interaction.

Guy Cook states that there are three factors in social relationship that should be concerned in discourse task, those are:

1. Office : a relatively permanent status position within the social structure to which someone is appointed or qualified.

2. Status : a general term for social importance influenced by facts like age, wealth, education, and varying relative to other individual.

3 Role: a temporary interactional stance, involving the performance of certain types of perlocutionary act often dependent upon having a certain status and office.

These kind of social relationships are highly culture variables that create hierarchical position between interactans in discourse interaction such as job interview. The asymmetry position between interactans in job interview leads to variation in the pattern of communicative choice that differs from ordinary conversation. Another linguist, Trudgill, also states that the physical setting and occasion of the language use will also have some consequences. He also points out the important features of social context of the person spoken to, and in particular the role relationship and relative statuses of the participants in discourse (Trudgill, 1974:105).

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Because of those factors mentioned above, in certain language, definite rules may exist as to which linguistics and even paralinguistic form may or may not be used.

I.7 Method of the Study

This study uses a descriptive qualitative method. This kind of method is used to gain a perfect process and description of the object of the study. The writer would like to collect the data, arrange, analyse and describe them due to the theories applied. This kind of method does not take into consideration any numerical or statistical calculation. The writer is only going to describe and analyse the phenomena based on the theories that are used in this study.

I.7.1. Definition of Key Term

Job interview: Types of speech in discourse interaction between two participants that have asymmetry position. This kind of interaction has certain purpose to be used to judge candidate employee.

Pattern of Communicative choice: A set of linguistics and paralinguistics items found and used in job interview interaction, which affect the communicative effectiveness.

Illocutionary act: An act that is perform in saying something, and includes acts such as promising denying and ordering. Some of the verbs used to label illocutionary acts can themselves be used performatively.

Locutionary force: An act of saying something: producing a series of sounds which means something

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Perlocutionary act: An act which produces some effect on hearers, such as: convincing , annoying, frightening, amusing, and persuading.

Asymmetry statuses: The statuses position that reflect a power differential between participants. One participant is superior and has a control access in discourse interaction and another one is less powerful.

Communicative effectiveness: A condition that is shared together between interviewer and interviewee during the interaction for achieving the same cultural and linguistic background that create a mutual understanding.

I.7.2 Location and Population

The object of the study is job interview, which is the written text or trancription of recorded job inteview data. The location of the research is in Surabaya. The choice of the location and population is heeding to the fact that Surabaya is one of the big cities in Indonesia where the opportunity to win a job is very competitive and limited. It makes job interview's stake even greater then other areas.

I.7.3 Sampling

The sample is chosen from three job positions – Technical Maintenance Staff, Machinary Valuer, Graphic and Layout Designer – in three different companies: Management Consultant and Public Accountant J. Tanzil&CO, Valuation Property Consultant PT Vigers Indonesia, and English Newspaper The Indonesian Daily News of Jawa Pos Group. The respondents are derived from three interviewers and three candidates, which would represent participants of various kinds of job interview.

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It is not easy to set up the qualification of job interview positions in this study. But, the main requirement is that the positions should be able to represent the various kind of job interview from candidates with the background of Diploma degree to Sarjana degree, without considering the gender, age, or current social or economy status.

The idea of neglecting the gender, social postion or status of economy is based on the fact that such statues do not effect the job interaction. Moreover, the writer selects those three positions with the diploma to Sarjana degree requirements since the essence of such job interview will be greater than those of the "low level" positions: such as servant or labor.

I.7.4 Technique of Data Collection

1. Observation

The writer does an observation of the object of the study to get the closer view about the population and samples. The observation also enables the interviewer to approach the company to be "willingly" revealed its confidential session of recruitment.

2. Recording

The process of recording has undergone the companies' approval with a certain agreement that the writer will not reveal any personal data of the candidates, including names, address, and other CV for ethical reason. Since the recruitment session is very confidential, the companies do not allow the writer to participate to witness the interview. Moreover, the writer – with the help of the management staffs – puts the small-sized tape recorder with a sensitive microphone in a hidden place. It is meant to get the natural interaction recording.

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Besides, the recording process will ease the writer to convert the data into the written one.

3. Interview

The writer did the interview – through questionnaires -- to gain any information about the interaction. In this case, the writer interviews the ones that have competence with job interview, such as the interviewers and the interviewees.

I.7.5 Technique of Data Analysis

1. Listening the recorded program

The writer listens the entire recorded program carefully to be able to transcribe the spoken data properly.

2. Transcribing the dialogues

The writer converts the spoken data into the written to ease him evaluating the data. In this technique, the writer concerns with the orthographycal feature and also prosodic features that is found in job interviews. This kind of complete transcription will show the authentic natural description of the data.

3. Selecting and classifying the data

The writer selects the dialogues that are considered to be necessary and omits the rest that is unnecessary one. Such a technique is used to set up the sequence of the sub-chapter of the thesis' analysis.

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4. Analysing the data

It is used in order to be able to describe the problem proposed in this study. In describing and analysing the data, the writer concerns to all the theory applied. The analysis of the data also includes the use of tables and examples.

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CHAPPTER II

GENERAL DESCRIPTION OF THE OBJECT OF THE STUDY