

CHAPTER III

DATA PRESENTATION AND ANALYSIS

In order to be effective and efficient, the data is presented in an appropriate classification based on the parameters which are being used, and then followed by the analysis.

In the analysis, the writer merely classifies and quotes some dialogues from the data that necessarily support the analyses based on the theories.

III. 1 The Patterns of Linguistic Choice

III.1.1 The Pattern of Exchange

The exchange pattern in job interview interaction is mainly being influenced by the “power asymmetry” shared by the interactants. In here, the interviewer as the one who has more power in the interaction shows some of his/her powerful role by interrupting and shifting the speaking responsibility.

The interviewer sets the interviewee to use problem-solving mode all the time. This mode of the conversation is organised around the exchange of information, whether facts or experiences. The topic is narrowly defined and dominates verbalization. On the other hand, the interviewers set up themselves in a predominantly interrogation mode which reflect mostly their superior power in the conversation.

According to their function, the exchange patterns can be classified into 3 category:

III.1.1.1 Interrupting For Inferring

In this first section, the writer shows data that refer to one of the functions of interrupting: interrupting for inferring. All of the three job interviews data primarily illustrates the phenomena.

- Interviewer* : *Kalau ininya, (how about this) jadwal perawatan mesinnya? (I mean the maintenance schedule of the machines /*
- Candidate* : *Sudah ada dari pembawanya mesin, (The maintenance schedules are enclosed in the machines), dari perawatan yang ada itu (From those maintenance schedules, there...), mesin ini perawatan satu bulan sekali diperiksa. (we know, for example, a machine needs to be checked or inspected once in a month) seperti... (like...)*
- Interviewer* : *Jadi anda tinggal mencocokkan gitu aja? (So you just match your work according to the schedule like that?)*

In this exchange, the interviewer's interruption is a result of interviewee's redundant information. The candidate has given too long responses that are not effective on the mind of interviewer.

The interviewer has to stop the interaction by stating the inference of the (redundant) statement given by the interviewee. The sentence "*Jadi anda tinggal mencocokkan gitu aja?*" (So, you just match the schedule like that?) is a mirror question that reflects the content of what the candidates has just said. In this situation, the use of mirror question is a kind of strategy in controlling the interaction. A further description about mirror question and others types of questions will be discussed later in the other sub chapter.

Such kind of expressions are also shown by interviewer II as shown in the data:

- I* : *Tugasnya apa itu?(what was your duty?)*
- C* : *membantu pengawasan kerja mesin produksi (supervising the work of the production machines)*
- I* : *mesinnya atau juga sekaligus hasil produksinya ? (the machines or the post-production result?)*

- C : mesinnya Pak, seperti mesin injeksi, ulir, eh... (it was the machinery Sir, such as: injection machine, drilling machine, ehm...) dan blowing Pak... (and blowing machine, Sir...)*
I : OK Jadi familiar sama macam-macam mesin ya. (So, you're familiar with various of machines?)

In the data above, the interviewer cuts off the conversation by making an inferring statement *"OK Jadi familiar sama macam-macam mesin"* (So, you are familiar with various of machines). Since candidate II's response elaborates various machines -- which he supervised in his previous job, the interviewer come to the feed back answer in the form of inference statement.

The interviewer III also tends to use the same communicative pattern to interrupt the interviewee during the interaction, as shown in the data III :

- Interviewer : kerjanya apa itu dulu ? (What did you do in your previous job)*
Candidate : Desain grafis Pak (Graphic design)
Interviewer : ya sudah tahu, (Yes, I am aware of that), maksudnya detailnya itu apa saja (I mean your previous job description) ?
Candidate : oh..mendesain tulisan dan grafis Pak.. (Oh...I designed the font and graphics) Eh, terus juga... yang berkaitan dengan setting dan lay out, misalnya bikin konsep undangan, kartu nama, pamflet, brosur... (My job was also related to making a design concept of invitation cards, names cards, brochures...) Dan juga eh semacameh kemasan (And also the logo of... a kind of ...) beberapa produk (several products' logo)
Interviewer : Berarti tahu macam – macam program dong. Kalau pagemaker bisa nggak ? (It means you know a lot of program software...Can you do Pagemaker?)
Candidate : Dulu saya lebih sering pakai Corell Draw dan Photoshop, tapi saya bisa eh jalankan page maker pak dan juga standard windows program. (I was often to use Corell Draw and Photoshop program, but I can also do Pagemaker and several windows program.

In the excerpt above, the interviewer's inference is a result of the detailed – and probably the expected – responses from the candidate. In this case, the information which seems redundant to the ears of the interviewer, implicitly bring the interviewer to issue logical inference statement. On the mind of the interview, the ability of the candidate to do various kind of jobs – *"oh...mendesain tulisan dan grafis Pak.. (Oh...I designed the fonts and graphics) Eh, terus juga yang berkaitan dengan setting dan lay out, misalnya bikin konsep undangan, kartu*

nama, pamflet, brosur... (My job was also related to making a design concept of invitation cards, names cards, brochures...) Dan juga eh semacameh kemasan (And also the logo of... a kind of ...) beberapa produk (several products' logos) -
 - refers to the “hidden skill” information which has yet to be revealed by the candidate.

The conception of go beyond the surface meaning of the statement is clearly shown by the interviewer as he performs a reference statement in interrupting the candidate. In this case, the candidate’s statement is a kind of proposition which sets out a pattern of inference and obviously also explains some features of natural language.

III.1.1.2 Interrupting for Shifting Responsibility

Interrupting is also a good way to shift another candidate’s responsibility, gaining more detailed information which elicits responses. It is also an attempt to “penetrate” (interviewee’s) private worlds of experience. As shown in the data:

Squel I (interviewer I)

Interviewer I : Kenapa koq ada PHK?(Why there were retrenchment in your office?)

Candidate I : Eh...Produksi menurun sekitar... sekarang tinggal 30 %, box pembakarnya tinggal satu padahal (Ehm... the production decreased to the level of around ... around 30% / the boiler box was only one. In fact.... dulunya.. (there were ...)

Interviewer I : Ngurangi berapa orang?(How many people were laid off?)

The interruption in this exchange appears with the use of another question that elicits another responsibility. The question “Ngurangi berapa orang?”(How many people are under retrenchment?) leads the candidate to answer the second

question instead of continuing his unfinished information. Moreover, it would be disaster if the candidate will not answer the question given as it marks a negative evaluation. Furthermore, not answering interviewer's question in such a situation means hiding certain (important) information for the evaluation.

It needs to be noted that the interviewer devotes such an interruption on one narrowed topic. The shift of the conversation may change respectably, but the topic remains the same. As seen in the sequel of the conversation, the interviewer in interrupting the candidate prescribes a narrowed – and defined – issue, namely: retrenchment policy in candidate's previous office.

A remarkable point from interviewer I is that she mainly tends to use such a pattern of communicative choice during the interaction. As seen in the excerpts below:

Sequel II (interviewer I)

Interviewer I : Ada PLC (Was there any PLC machine)

Candidate I : ya ada Bu... (yes there was, Mam...)

Interviewer I : Terus kalo ada kerusakan-kerusakan yang karena tidak berfungsinya sistem elektronika itu..eh..parameternya apa aja? (When you found any trouble which caused malfunction of the electronics system in the machine, can you tell me the parameters?)

Candidate I : Eh...kalau sebelum kita me.. masuk ke PLC nya, biasanya kita melihat dari sensor-sensor yang ada, kemudian pemberian signal untuk masalah PLC nya itu ada apa nggak. (Before we check the...the PLC, we usually check out the sensors, and then the signals whether the machine has trouble or not). Kalau semuanya ada baru kita melihat ke PLCnya dari input atau outputnya PLC. (Then, after all of the signals finished to be carefully checked...We then take a look at the PLC, observing the input and output of the machines). Apakah ada signal... yang disebelah kiri atau kanan (We checked whether there..... is a signal on the left or right side of the machines...) terus... (then...)

Interviewer I : Seringkali rewelnya itu karena apa sih PLC itu ? (What kind of trouble which often to occur at PLC?)

Candidate I : Yang sering rewel itu di outputnya, karena relai-relainya itu nyambung terus... (Mostly of the time, the trouble occurs in its output heading to permanent connected relay...) Atau tidak mau nyambung terus juga kadang-kadang kongslet. (Or the relay does not want to connect... then it may burn.) Yang sering ya hal-hal itu untuk PLC nya (Those are mostly happened at the PLC)

The candidate I, once again, is unable to avoid nor refuse answering the

interruption which leads to another “obligatory” question while he has to stop unveiling information left unspoken.

The interviewer, in this case, uses a perlocutionary force – an act which produces effects on the hearer, namely: impelling the candidate to come on the detail information. Impelling is a perlocutionary act which one cannot just impel some one by saying “I impel you”. This is what Austin describes as “the traditional concern of rhetoric: the effect of the language on the audience”.

“Sering kali rewelnya itu karena apa sih PLC itu?” (what kind of troubles which often to occur at PLC?) is a medium of the interviewer to urge the candidate – although the interviewer doesn’t use any verb to label her “order” -- to give more detail information related to the topic being conveyed.

As seen also in this sequel III (interviewer I):

- Interviewer I : Anda bikin laporan-laporan apa saja dulu?(what kind of report did you make ?)*
Candidate I : Eh.. di tiap akhir shift ehm... (In the end of our shift's turn... ehm..) Kita membuat laporan kelancaran mesin. (We made a report on the machine works) Umpamanya kalo ada trouble apa... terus penanganannya gimana (For instance, we reported any trouble... and then how to handle the trouble...), Itu yang... (That matter...)
Interviewer I : Namanya laporan apa itu? Laporan kelancaran mesin? (What kind of report is that? Machine works report?)
Candidate I : Itu kita namakan laporan maintenanceship (We called it maintenanceship reports). Kalau tidak ada kerusakan di semua mesin-mesin... kita tidak membuat laporan... (We won't make any report if everything goes well) Cuma kalo ada kerusakan itu ... kerusakan bagian mana..terus untuk penanganannya itu (If there is trouble in the machine... We reported the part of the machine which is broken... and the solution) Gimana... (how to...)
Interviewer I : Terus untuk pencetakan hasil produksine itu aneh, nyleneh... Itu yang bikin laporan siapa? Bagian produksi sendiri? (If the production result went wrong... who made the report? The production staff did it?)
Candidate I : Ya... bagian produksi... (yes... they did it...)

Sequel IV (interviewer I):

- Interviewer I: Anda lulusan dari ?*
Candidate I: Politeknik Brawijaya
Interviewer I : Brawijaya, angkatan 92, elektro arus apa ini
Candidate I : Arus lemah jurusan teknik telekomunikasi program studinya

From the data above, it is obvious that the dominance of the interviewer is everything. Despite the difference of the gender (the interviewer is female, the candidate is male), the age, and status, the temporal role during interaction has brought the interviewer to the very strong privileges to interrupt the candidate, impelling him to give another response.

After observing all the data of Interviewer I (sequel I-IV) above, it is important to note that in identifying the speech acts used by the interviewers, we does not merely concern with the use of performative acts with the verb to label them. It is for sure that in the universe of discourse, the speakers often do not go around simply making performative statements to describe the world. When the interviewer I says “‘Ngurangi berapa orang?’ (Retrenching how many people?)”, it refers to contextual cohesion of the interaction that the interviewer wants the candidate to tell him about something. In this case, the interviewer refers to a proposition “‘Kamu harus jawab, ngurangi berapa orang?’ (You must answer, retrenching how many people?).

It is clear that the work in speech acts can be related to work on textual cohesion, by studying the way in which speech acts are referred to in the course of conversation. Since job interview interaction has put the interviewer to the superior role to legitimately control the conversation mechanism, every interrogative mode refers to interviewers’ responsibility for asking question designed to elicit responses.

Sequel V (interviewer I)

Interviewer I : Terus caranya gimana, anda bikin apa gitu lho supaya produknya tetap lancar gitu lho...! (Then how you did it... What did you do exactly to maintain the production process ?)

Candidate 1 : Kita dibantu shift team pagi. (We were helped by the morning-shift team). Shift tim pagi ini tugasnya mengecek peralatan yang ada, baik itu sebelumnya ada kerusakan atau tidak waktu satu minggu sekali atau satu bulan sekali untuk pengecekan mesin yang ada, jadi untuk shift kedua dan ketiganya kita tinggal (the work of the morning-shift team was to supervise all the existence equipments to check whether there was trouble or not during a week or a month, so the second and third shift, we just memonitor kerja dari mesin itu (continued monitoring the equipment)

Interviewer 1: ehm

Candidate 1: Jadi belum tentu satu shift itu kita ada kerjaan tapi kadang juga dalam satu shift kita banyak banyak pekerjaan. (So, the work of a certain shift depends on the occasion, we may get busy sometimes or we got nothing to do at all)

Sequel VI (interviewer I)

Interviewer 1: Terus dulu produksi berapa koq sekarang gitu? (How many products before decreasing to that level of amount?)

Candidate 1: Dulu...satu hari 14.000 m2 (There were.... about 14.000 meter square of tile per day) sekarang tinggal seperempatnya (Now only quarter of them)

Interviewer 1: Ehm... (ehm)

Candidate 1 : Tinggal 3000 m2 satu hari... (it's about 3000 meter square per day)

In the sequel V and VI of the interviewer I, the interruption is simply noted by the use of back-channel cueing “ehm”. The writer classifies such a back-channel cueing into this sub chapter heading to its function (related discussion see III.2.1, Back channel cuing) :

1. Reassurance that the interviewer is understood;
2. Agreement or solidarity with the previous statement;
3. Or possible need for further clarification or information of the previously stated point.

When the interviewer says “ehm”, it means that he copies the information given by the candidate, agrees with it, and implicitly wants the candidate to give further clarification of the previous statement. The candidate’s statements “*Kita dibantu shift team pagi. (We were helped by the morning-shift team). Shift tim pagi ini tugasnya mengecek peralatan yang ada, baik itu sebelumnya ada kerusakan atau tidak waktu satu minggu sekali atau satu bulan sekali untuk pengecekan mesin yang ada, jadi untuk shift kedua dan ketiganya kita tinggal (the*

work of the morning-shift team was to supervise all the existence equipments to check whether there was trouble or not during a week or a month, so the second and third shift, we just) memonitor kerja dari mesin itu (continued monitoring the equipment) is understood enough by the interviewer, and he further implicitly urges the candidate to give more information. The candidate gets another opportunity to continue his response.

Frequently cited by the interviewer II during the interaction, the writer is also able to show some other interruptions :

Sequel I (interviewer II)

Interviewer II : *Bisa deskripsikan apa tugas anda waktu magang dulu itu hanya ngawasi saja (Can you explain to us that your duty in apprenticeship merely supervised the machine?)*

Candidate II : *Mengawasi mesin –mesin kalau ada yang laporan masuk kalau mesinnya rusak atau ada masalah itu misalnya ... (Supervising the machines just in case there was any report about the trouble of the machines, such as...)* Kalau (Such as..)

Interviewer II : *Yap terus... (Yap and then what?)*

Sequel II (interviewer II)

Candidate II : *Misalnya kalau hasil produksi mesin injeksi itu nggak sesuai ukuran yang dikehendaki... (If the Injection machine could not work properly due to the wrong measurement data input in the panel) Jadi ukuran ulirnya agak besar maka yang bertugas mengawasi itu, saya membantu untuk mengecek kontrol panelnya eh...terus bila memang nggak cocok ukurannya dicustom sesuai standard pabrik. (So that the size of the material injected is too big, then I checked the control panel ehm...then if the size is improper, I customize it accordingly based on the factory standard size) Untuk kemudian hasilnya jadi apa itu...normal kembali.(Therefore, the injected material will be proper.) Itu setelah hasil produksinya (We can assure that after the material is...)* di cek (checked)

Interviewer II : *Coba disebutkan macam-macam mesin yang anda ketahui, terutama yang ini workshop machinery di bengkel? (Mention what kind of machines you know, especially workshop machinery?)*

Candidate II : *oh itu ada mesin bubut, mesin drill atau bor, terus ada mesin gerinda atomatis, mesin welder atau las, mesin drilling dan mills, radial drilling machine dan juga ada shaper machine... (oh... there were polisher machine, drilling machine, then there is also saw machines, welder machines, drilling and mills machine, radial drilling machine, and shaper machine...)*

Sequel III (interviewer II)

Interviewer II : *memang untuk valuation property di Indonesia itu masih jarang, tapi nanti kalau diterima ya anda harus mau belajar... Tahu tentang masalah ekonomi ? (The valuation sectors, indeed, is still rare in Indonesia, but if you are accepted as our valuer, you must learn... Do you know about economy?)*

- Candidate II* : ya...hanya selintas lalu saja Pak. (I know little about it, Sir) Tapi ... (But...)
Interviewer II : Coba jelaskan apa yang anda tahu tentang jasa valuation ? (Please, explain what do you know about valuation services?)
Candidate II : Biasanya jasa ini untuk menilai aset suatu perusahaan, misalnya untuk ambil pinjaman di Bank atau istilahnya itu di agunkan, eh... untuk jual-beli ...tahu nilai pasarnya... atau mungkin juga disita, dan akuisisi juga. (Mostly such a services is conveyed to value certain assets of a company, for instance the assets is for getting loans from bank, eh...for selling... so they know the market price... or probably the assets is being restructured or also being liquidated.

In sequel I (interviewer II), the use of another type of back-channel cueing “Yap terus” is clearly shown to express the interviewer II’s agreement of the candidate’s previous information, and implicitly rush the candidate to continue his statements (sequel II of interviewer II).

In sequel II and III, the interviewer II uses an illocutionary force by using verb to label it, interrupting while ordering the candidate. In the sequel II “*Coba disebutkan macam-macam mesin yang anda ketahui, terutama yang ini workshop machinery di bengkel? (Mention what kind of machines you know, especially workshop machinery?)*”, the verb “mention” indicates a performative statement which urges the candidate to quickly respond the question, without considering to complete the unfinished information on the previous inquiry.

In the sequel III “*Coba jelaskan apa yang anda tahu tentang jasa valuation? (Please, explain what you know about valuation services?)*”, illocutionary force in the interruption is noted by the verb “explain” to shift another responsibility for the candidate.

Meanwhile, the interviewer III also shows other excerpts, which indicates interruption for shifting another responsibility.

Sequel I (interviewer III)

- Interviewer III* : Bisa jelaskan cara scan photo? (Can you explain how to scan a photo?)
Candidate III : Bisa Pak, pertama kita buka program photoshop, kemudian pilih eh... menu File, terus kita klik eh import terus pilih twain 32 terus (Yes I can, Sir , first we open

Photoshop Program, ehm..then we select menu File, then we click Import menu, and select menu Twain 32) kemudian... (next...)

Interviewer III : Eh. ya (ehm, yes..)

Candidate III : Terus nanti muncul menu yang ada pilihannya lagi. Disitu kita pilih menu Preview terus baru Scan... (After that, there will be some menu options. We select menu Preview, and then we can Scan...)

Sequel II (interview III)

Interviewer : Oh iya tadi setelah di scan ngesafenya itu bisa pakai apa aja formatnya? (Oh... I almost forget... after scanning process, the format used to save the photo ?

Candidate : eh... yang saya ingat itu... ada PSD, TIFF, terus juga JPEG atau juga JPG Pak eh... juga... juga ada (What I remember is that... there are PSD, TIFF, then JPEG or also JPG ehm... there is also...) *BMP Pak (BMP, sir)*

Interviewer : Terus kasih tahu cara ngeprintnya ? (Tell me how to print it ?)

Candidate : Kalau ngeprint nya, eh... pertamanya harus menseset up jenis printernya dulu dan prosesnya seperti biasa..maksudnya di tool boxnya nanti kita tinggal menyesuaikan dengan keinginan kita, seperti kalau saya dulu, menseset ukuran kertas, komposit warnanya, terus default printernya berapa Dpi ..(How to print, ehm...we firstly should set up the printer and just processing like usual... I mean in the tool box menu, as what I did in my previous job, set up the size of the paper, the color composite, default printer... the Dpi...)

Sequel III (interviewer III)

Interviewer : Biasanya troublenya apa di page maker itu apa? (What is the trouble which often to occur in doing Pagemaker?)

Candidate : Maksudnya Pak ? (Excuse me sir?)

Interviewer : Biasanya ada font yang nggak keluar di astrolon... astrolon tahu kan ? (there are usually some missing fonts in the astrolon...you know astrolon, right?)

Candidate : Tahu pak (yes, I know it, Sir..) itu suatu (it's a kind of..)

Interviewer : Ya kenapa kayak gitu itu ? What happen to such a trouble?

Candidate : Pernah saya mengerjakan suatu lay out di komputer Mac yang lebih canggih dari PC IBM terus ada font yang nggak keluar. (Once, I worked a layout by using Mac computer which is more sophisticated then IBM PC. Waktu itu saya coba transfer lewat jaringan local ke folder F terus saya ngeprint pakai PC ternyata nggak keluar. (At that time I tried to transfer the page maker data to folder f of the local network in PC IBM. Ternyata... itu... karena ada font yang nggak ada di PC IBM Pak. However, there were some missing fonts as I tried to print the data. Baru akhirnya beres setelah ngeprint lewat Machintos. (and It finally could be solved as I print the data through the IBM PC.

In sequel I, the interviewer performs the interruption by using back-channel cueing “Ehm ya” to sign his agreement to the previous statement and implicitly ask the candidate to continue the statement. The interviewer’s

agreement on the candidate's previous statement reflects the communicative effectiveness between both interactants. The candidate cleverly relates the question to an effective and right response, showing his ability to do a computer program literally.

In sequels II and III, "interrupting for shifting another responsibility" conveyed by interviewer III in sequels II and III by using a rather forcibly way: illocutionary acts. When interviewer III says "*terus kasih tahu cara ngeprintnya ? (Tell me how to print it?)*", he labels the illocutionary act by using a performative verb "*Kasih tahu(tell)*" which forcibly ask the candidate to give up his previous response, quickly shifting to response the new question given by the interviewer.

III.1.1.3 Interrupting for Changing Topic

Another category of the function of interruption is to shift the topic of the interaction. Such a way of conversation mechanism, reflects – once again – the interviewer's power as he/she takes his/her strict allocation of rights to introducing new topic, changing topic lines, and terminating it.

Data interviewer I:

- Interviewer** : *Terus untuk pencetakan hasil produksine itu aneh, nyleneh... (If there is problem with the production result which is out of standard...) Itu yang bikin laporan siapa? (Who makes the report) Bagian produksi sendiri? (Is it the production division?)*
- Candidate** : *Ya... (yes it is...) bagian produksi... (the production division...)*
- Interviewer** : *Ehm..bisa dijelaskan lagi ke kita tentang proses menjaga kelancaran produksi (Can you explain again to us about maintaining the production process)?*
- Candidate** : *Dimana ada bagian-bagiannya, yaitu bagian untuk pengolahan bahan:, itu mulai bahan mentah ... terus bagian pengepresan , itu membuat tegal, bentuk tegel, tapi yang masih mentah. (There are levels of process production divisions, namely pre-fabricated material process, it deals with crude materials, and then compressing division, it contrives the tile, the model of the crude tile.) Terus ada bagian pembakaran I untuk menghilangkan kadar air yang ada, terus bagian pembrasuran untuk pemberian warna tegel. (Then, there is... a boiling machines I which is to dry out the tiles, then there is polishing process division...it is to blush the tile with certain colors). Terus selanjutnya pada pembakaran kedua yaitu untuk*

- mengkilapkan tegelnya...*(the next process is boiler machine II which is used to polish the tile...)* terus *(then...)*
- Interviewer** : Terus peranan anda di sana? *(What is your role in the process?)*
- Candidate** : Di sana kita memonitor mesin yang ada, jika terjadi kejanggalan, baru kita bekerja.*(What we do is monitoring the existing machines, if there is problem, we take an action)*
- Interviewer** : Monitor mesin itu yang dimonitor apane *(What do you monitor in the machines?)*

In the citations above, the interviewer interrupts the candidate to shift the topic of discussion by proposing another interrogative statements. The question “*Ehm..Bisa dijelaskan lagi ke kita tentang proses menjaga kelancaran produksi (Ehm...Can you explain again to us about maintaining the production process?)*” does not have any direct relation –although it is in a whole conversation theme is significantly related -- with the previous question “*Terus untuk pencetakan hasil produksine itu aneh, nyleneh... (If there is problem with the production result which is out of standard...) Itu yang bikin laporan siapa? (Who makes the report) Bagian produksi sendiri? (Is it the production division?)*”.

Such kind of interruption reflects also the prerogative rights of the interviewer to control the mechanics of the interaction. The further interviewer’s assertion of power can be noted from the use of pronoun “we” – the pronoun of power -- as opposed to the candidate’s “I”, as seen in the excerpts “*“Ehm..Bisa dijelaskan lagi ke kita tentang proses menjaga kelancaran produksi (Ehm... Can you explain again to us about maintaining the production process?)*”. In fact, there was only one interviewer in the interaction.

Interviewer II also tends to interrupt the speaker to change the line of topics, as seen in the excerpts:

Data I (interviewer II):

- Interviewer** : Beri contohnya apa itu *!(give example !)*

- Candidate* : misalnya pada mesin sistem hidrolis eh...ada tambahan peralatannya apa itu...di di power packnya. For Instance in hydraulic machines ehm..there were additional panels on its power pack...) Terus kalau di hidrolis oh...maksud saya di pneumatic itu ada tabung – tabungnya dan kalau di mesin CNC...(Then, in the hydraulic system machine oops I mean in the pneumatic system machine there are tubes, and on CNC...) ada...
- Interviewer* : Ehm ada apanya ? (Yes What it is ?)
- Candidate* : Eh ada tambahan komputer (there is an additional computer) di panelnya Pak... (in its panel. Sir)
- Interviewer* : Kamu dulu magang dibayar nggak ? (Did you get paid while doing apprenticeship?)
- Candidate* : Dibayar hanya uang makan dan transport saja Pak (I only got meal and transport allowance, Sir)
- Interviewer*: Bisa deskripsikan apa tugas anda waktu magang dulu itu hanya ngawasi saja (Can you explain to us that your duty just supervised the machine while in apprenticeship?)

It needs to be noted that interviewer 2 uses a high tone to interrupt the speaker:

“Kamu dulu magang dibayar nggak ?

In such an exchange, interviewer 2’s interruption leads the candidate to faithfully answer the question. In fact, the asymmetry power which is enhanced by the interviewer’s high tone and the specific informal address term “kamu” instead of “Anda” reflect the shift of level of formality. It is the interviewer himself who alone may decide to relax or to strive the conversation.

The statement “*Kamu dulu magang dibayar nggak ? (Did you get paid while doing apprenticeship?)*” is a way to introduce new topic. Such a question, is rather a rhetoric statement as the theme of the question is not necessarily the main subject of the discussion. It is, in fact, in the next line, the interviewer -- in rather formally way as he uses “Anda” – goes to the more important question “*Bisa deskripsikan apa tugas anda waktu magang dulu itu hanya ngawasi saja (Can you explain to us that your duty was just supervising the machine while in apprenticeship?)*”.

Two other data of interviewer II can be seen below:

Data 2(interviewer II)

Interviewer : Gagalnya kenapa itu ? (Why did you fail?)

Candidate : tes psikologinya mungkin Pak.(It may be on the psychological test, Sir) Waktu itu saya (I was...)

Interviewer : Bisa menjelaskan membedakan dengan mata telanjang kalau suatu mesin besar digerakkan dengan sistem hidrolis. pneumatic atau CNC? (Can you explain to us how to identify the machine which uses hidrolic, pneumatic, or CNC system?)

Candidate : Eh waktu di pabrik saya magang dulu ada macam – macam mesin sistem hidrolis eh...ataupun CNC. Bisa melihatnya dari peralatan tambahannya yang ada eh... di mesin-mesinnya di pabrik itu...(Ehm...when I was in apprenticeship, there were various machines which use hidrolic ehm...or CNC. Actually, we can identify them from the additional panels in the machines at the factory.

Data 3 (interviewer II)

Interviewer : Kamu tertarik jadi valuer mesin ini kenapa ? (Why are you interested in becoming an appraiser?)

Candidate : pertama saya ingin menerapkan ilmu saya pak... terus juga saya tahu banyak tentang mesin-mesin, (first of all, I'd like to apply my knowledge, Sir... then I am very sure that my knowledge in machinery is beneficial yang mungkin berguna disini... (in here...)

Interviewer : Bisa bedakan mesin yang kondisinya bagus atau sudah aus ?(can you identify wheter the machine's condition is good or bad ?

Candidate : bisa pak (Yes, I can, Sir)

Meanwhile, interviewer III also reveals such kind of interruption as the author finds three citations:

Data I (interviewer III)

Interviewer : Agar tidak pecah gambarnya biasa pakai resolusi berapa, terus ukurannya berapa (to avoid the picture to become blur... what is the proper resolution measurement and size of the picture?)

Candidate : Dulu saya sering buat design poster iklan yang besar, sering juga gambarnya pecah, untuk eh supaya nggak pecah itu diatur resolusinya Pak (I used to design a big advertisement posters, to avoid the blur of the picture it needs specific arrangement in the resolution, Sir). Eh di ganti jadi resolusi 200 sampai... Ehm, it is changed into 200 until... 300 pixels pak (300 pixels, Sir)

Interviewer: Dulu kerja di advertising itu berapa tahun ? (How many years did you work at advertising company ?)

Candidate : Cuma satu setengah tahun Pak, terus perusahaannya sepi order lalu PHK Pak (only one and a half year, Sir, then the company lacked clients and orders, then there was retrenchment, Sir)

Data 2 (Interviewer III)

Interviewer : Terus bubar perusahaanya ? (The company was bankrupt ?)

Candidate : Ya Pak (Yes, Sir)

Interviewer : Berapa dulu tenaga kerjanya ? (How many employees did the company has?)

Candidate : Di grafisnya ada lima orang pak (for the graphic design division, there were five people, Sir)

Interviewer : Totalnya, totalnya berapa ? (the total number of all employees?)

Candidate : Ada sekitar lima belas sampai dua puluhan, Pak (there were around fifteen to twenty employees, Sir) ehm, Saya kurang ingat totalnya orang Pak ? (I don't quiet remember it)

Interviewer : bisa proses photo dari internet ? (Can you do internet photo processing?)

Candidate : Bisa pak (yes, I can sir...)

Data 3 (interviewer III):

Interviewer : Ini gini ya karena koran kita bahasa Inggris, kamu ngerti sedikit –sedikit bahasa Inggris nggak ? (You need to know that since our newspaper is in English... Do you understand English?) Soalnya di lay out nanti biar nggak salah, yaa walaupun nanti redaktur ngawasi kerja anda... (It is important to avoid any mistake, although the editor will supervise the work of layoutman ?)

Candidate : Sedikit-sedikit tahu Pak... (I know little, Sir) Soalnya saya pernah kursus bahasa Inggris waktu di SMA dulu (In fact when I was in high school I once joined a private English course...) walaupun tingkat dasar (although it was only in the basic level)

Interviewer : Berapa lama kira-kira butuhnya untuk melayout ukuran 350 x 550 mm atau seukuran koran kayak begini ? (How long do you need to finish doing layout of the 350x550mm paper or about this size)

Candidate : Kalau tanpa membuat grafis mungkin sekitar satu jam sampai satu jam setengah. (Without designing the graphic, it takes about one to one and a half hour).

Despite the fact that interviewer III holds the candidate's written background information in the form of CV (Curriculum Vitae), the interruptions he issued are concerned with the idea of penetrating the candidate's personal backgrounds. In the sidelines of his rather technical questions, the interviewer uses his privilege to shift the topic of the conversation. It is, in fact, the effective method to get various information about the candidate, heeding to the tight schedule of the interview itself.

Interrupting frequency of the interviewers (table III.1.1)

INTERRUPTION	FOR INFERRING	FOR SHIFTING RESPONSIBILITY	FOR SHIFTING TOPIC
INTERVIEWER I	1 time	6 times	1 time
INTERVIEWER II	1 time	3 times	2 times
INTERVIEWER III	1 time	3 times	3 times

III.1.2 Patterns of Questions

The discussion of organizational structure of job interview will mainly discuss about the body of the interview itself. The body of the interview is the heart of the discussion in which the interviewer handles the questions and responses to certain pattern of questions. The patterns of questions can be classified based on their types and functions: open question, closed question, mirror question, probe question, and leading question.

In the analysis, the author will not classify the sub-chapter based on the types and function of questions respectively since there are interrelations between them. It would be appropriate to classify the pattern of the question as performed by the interviewer individually.

III.1.2.1 The Patterns of Question Performed by Interviewer I

From those five types and function of questions, interviewer I merely performs all of them, namely: open question, probe question, closed question, and mirror question.

Below, the interviewer will take some excerpts that indicate the use of those four types of the questions. While the complete use of the pattern of question can be seen on the diagram in the end of this sub-chapter)

Data interviewer I

(1)I : *Pabrik ya...OK sebagai staff maintenance listrik tugas anda nih apa? (In the factory... Ok as a maintenance staff what was your duty)*

C : *itu... menjaga... kelancaran produksi... (Ehm...maintaining the production process)*

(4)I : *Eh... caranya gimana itu? (Hmm...how do you maintain that [the production process])*

C : *Kita dalam satu shift dibagi satu orang, jadi selama satu shift selama delapan jam itu... kita harus...istilahnya produksinya berjalan dengan lancar tidak ada masalah di mesin-mesinnya.*

(7)I : *Terus caranya gimana, anda bikin apa gitu lho supaya produknya tetap lancar gitu lho...!(Then how you did it... What did you do exactly to maintain the production process?)*

C : *Kita dibantu shift team pagi, shift tim pagi ini tugasnya mengecek peralatan yang ada, baik itu sebelumnya ada kerusakan atau tidak waktu satu minggu sekali atau satu bulan sekali untuk pengecekan mesin yang ada, jadi untuk shift kedua dan ketiganya kita tinggal memonitor kerja dari mesin itu. (We were helped by the morning-shift team, (the work of the morning-shift team was to supervise all the existence equipments to check whether there was trouble or not during a week or a month, so the second and third shift, we just continued monitoring the equipment)*

Interviewer I initiates the inquiry by using an open question (line 1) to give the candidate more room – although he does not really use the opportunity – to elaborate his job description. However, as the candidate tends to give a short -- and rather -- unclear response, interviewer I has to come to the probe question (line 3) as a follow up of the previous question. In line 7, as the interviewer still demands another elaboration, he proposes another probe question, which result in a very long response from the candidate.

Here is the diagram to show the pattern of question used by interviewer I in the excerpt above:

OPEN QUESTION → PROBE QUESTION → PROBE QUESTION

From the funnel-format-schedule perspective, the structures of the questions are derived from something more general to the more specific:

General: *“Pabrik ya...OK sebagai staff maintenance listrik tugas anda nih apa?” (In the factory... Ok as a maintenance staff what was your duty)*

More specific: *“Eh.. caranya gimana itu?” (Hm...how you maintain that [the production process])*

Specific: *“Terus caranya gimana, anda bikin apa gitu lho supaya produknya tetap lancar gitu lho...!” (Then how you did it... What did you do exactly to maintain the production process?)*

Such an “Open-Probe-Probe questions” also can be seen in the other interview I’s sequels:

- (1)I: *Terus kalo ada kerusakan-kerusakan yang karena tidak berfungsinya sistem elektronika itu..eh..parameternya apa aja? (When you found any trouble that caused malfunction of the electronics system in the machine, can you tell me the parameters?)*
- (4)C: *Eh...kalau sebelum kita me.. masuk ke PLC nya, biasanya kita melihat dari sensor-sensor yang ada, kemudian pemberian signal untuk masalah PLC nya itu ada apa nggak. (Before we check the...the PLC, we usually check out the sensors, and then the signals whether the machine has trouble or not). Kalau semuanya ada baru kita melihat ke PLCnya dari input atau outputnya PLC. (Then, after all of the signals finished to be checked... We then take a look at the PLC, observing the input and output of the machines). Apakah ada signal yang disebelah kiri atau kanan (We checked whether there is a signal on the left or right side of the machines...) terus... (then...)*
- (11)I : *Seringkali rewelnya itu karena apa sih PLC itu ? (What kind of trouble which is often to occur at PLC?)*
- (13)C : *Yang sering rewel itu di outputnya, karena relai-relainya itu nyambung terus... (Mostly of the time, the trouble occurs in its output heeding to permanent connected relay...) Atau tidak mau nyambung terus juga kadang-kadang kongslet. (Or the relay does not want to connect...then it may burn.) Yang sering ya hal-hal itu untuk PLC nya (Those are mostly happened at the PLC)*
- (14)I: *Kalau ini...direct AC/DC? (How about its direct AC/DC?)*

In line 1, it is clear that the interviewer I begins his inquiry with an open question “Terus kalo ada kerusakan-kerusakan yang karena tidak berfungsinya sistem elektronika itu..eh..parameternya apa aja?”(When you found any trouble that caused malfunction of the electronics system in the machine, can you tell me the parameters?), to provide the candidate for an alternative responses, elaborating his answers. To gain more specific, more detailed information or opinion of the candidate, the interviewer devoted himself to use two consecutively probe questions. (Line 11 and 14)

Here is another use of “Open-Probe-Probe” pattern of question (I=interviewer, C=candidate)

- (1)I : *Ehm..bisa dijelaskan lagi tentang proses menjaga kelancaran produksi? (Can you explain again to us about maintaining the production process?)*
- (3)C : *Dimana ada bagian-bagiannya, yaitu bagian untuk pengolahan bahan:, itu mulai bahan mentah ... terus bagian pengepresan , itu membuat tegal, bentuk tegel, tapi yang masih mentah. Terus ada bagian pembakaran I untuk menghilangkan kadar air yang ada, terus bagian pembrasan untuk pemberian warna tegel. Terus selanjutnya pada pembakaran*

kedua yaitu untuk mengkilapkan tegelnya... (There are levels of process production divisions, namely pre-fabricated material process, it deals with crude materials, and then compressing division, it contrives the tile, the model of the crude tile. Then, there is a boiling machines I to dry out the tile, then there is polishing process division whose duty is to bluish the tile ... the next process is boiler machine II which is to polish the tile... Terus (And then...)

- (12)I : **Terus**
peranan anda di sana? (What is your role in the process?)
 C : *Di sana kita memonitor mesin yang ada, jika terjadi kejanggalan, baru kita bekerja. .(What we do is monitoring the machines, if there is problem, we take an action)*
 (15)I: *Monitor mesin itu yang dimonitor apane (What do you monitor in the machines ?)*

In the excerpts above, an open question is proposed by the interviewer to gain the elaborated – and rather general -- statement from the candidate. As the candidate's elaboration has met the "response requirement" on the interviewer's mind, and the interviewer thinks that it is time to get more detailed-information, the use of probe question (line 12) is an effective tool.

Furthermore, to be more accurate in comprehending the candidate's explanation about his activity in monitoring the machines (line 13), the interviewer arrives at another probe question "*Monitor mesin itu yang dimonitor apane?*" (*What do you monitor in the machines ?*) (line 15).

Besides the use of Open-Probe-Probe question consecutively, the author also find the use of **closed questions** which are used to narrow the responses that will be received by the interviewer. It is the most effective way to get direct or to-the-point answers, as seen below:

- (1) *Pabrik apa distributor? (Factory or distributor?)*
- (2) *Ehm, anda lebih ke elektroniknya atau ke mekaniknya? (Ehm, you concentrate more on the electronical or mechanical system?).*
- (3) *Ada pabriknya ? (Is there any factory?)*
- (4) *Kalo misalnya anda ini menjadi kepala shift, kalo maintenance itu apa dibedakan ada elektronik senderi...ada mekanik senderi (You*

were the shift chief of the maintenance team, is the maintenance division divided into electronics and mechanical maintenance sub division?)

(5) *Terus anda bikin jadwal mengenai maintenance-nya, nggak? (Did you make the maintenance schedule?)*

(6) *Kalau misalnya dilihat dari anda dikasih literatur mesin, anda nanti kalau masuk sistem baru yang eh..sudah ada gitu ya...Anda nanti dikasih literatur mesin terus disuruh belajar, bisa nggak? (If I notice that you got the maintenance schedule which is enclosed in the machines...when you are facing new system and you get the new maintenance schedule of the different machines...Can you easily adapt yourself?)*

In the use of open questions above, the candidate's response will be narrowed, as such questions do not require an elaboration. In question 1, the possible answers will be limited to two options: Pabrik (factory) or Distributor. In fact, the candidate does not have any other alternative answers besides picking up one out of the two options provided by interviewer.

The same condition also occurs again as question 2 above only provides two optional answers that need his quick confirmation. Moreover, in questions 3, 4, 5, and 6, the interviewer implements closed questions to narrow the answer only to two optional statements: "yes or no."

The occurrence of such open questions are heeding to the fact that the interviewer needs direct confirmation of his prior knowledge or information. The question "Kalau misalnya anda ini menjadi kepala shift, kalau maintenance itu

apa di bedakan ada elektronik sendiri...ada mekanik sendiri?" (If you were the shift chief of the maintenance team, would you divide the maintenance division into electronics and mechanical maintenance sub division?), occurs to reassure the prior knowledge of the interviewer about maintenance division.

The interviewer further also uses mirror questions to reassure the information from what the candidate has just said. As seen in the excerpts below:

(1)Interviewer : "Ehm, anda lebih ke elektroniknya atau ke mekaniknya?" (Ehm, you concentrate more on the electrical or mechanical system?)

(3)Candidate : "Elektroniknya" (the electrical system)

(4)Interviewer : "**Elektroniknya?**" (The electrical system?)

(5)Candidate : "Ya" (yes)

The mirror question "Elektroniknya?" (The electrical system?) Definitely reflects the content of what the candidate has just said. Such a mirror question also can be seen in this excerpt:

Interviewer : "Elektronika ini apa?" (What do you mean in here by stating electronics?)

Candidate : "Jurusannya" (It is my major)

Interviewer : **Jurusannya elektronika?** (Your major is electronics?)

The interviewer reassures his prior knowledge – about the candidates' background -- he gets from the candidate's CV (Curriculum Vitae) by proposing mirror question. In fact, the mirror question he performs is merely a reduplication of what the candidate has just said.

Moreover, in his further observation, the writer also finds the use of mirror question that is actually an interviewer's medium to interpret the candidate's

rather implicit message. The mirror question, in this case, is a medium to infer or conclude the candidate's previous response. (Related discussion, see III.1.1.1, interrupting for inferring)

Candidate : *Sudah ada dari pembawanya mesin, (The maintenance schedules are enclosed on the machines), dari perawatan yang ada itu (From those maintenance schedule), mesin ini perawatan satu bulan sekali diperiksa. (we know, for example, a machine needs to be checked monthly) seperti... (like...)*

Interviewer : *—Jadi anda tinggal mencocokkan gitu aja? (So, you just match your work according to the schedule like that?).*

Although the question “Jadi anda tinggal mencocokkannya gitu aja” does not verbally restate the candidate's utterance, however, it indicates the content of what the candidate has just said.

Another utterance, which marks the inference of what the candidate has just said, can be seen in this following sequel:

Interviewer : *Terus terakhir '98 ini kapan? (when did the exact time for you to stop working for the company?)*

Candidate : *On March*

Interviewer : *Maret masih kerja? (Did you still work on March?)*

Candidate : *Masih (Yes I did).*

Interviewer : *Jadi sampai April sudah Nggak? (So, in April you didn't work anymore?)*

In the excerpts above, the interviewer's mirror question is an inference of the message being conveyed by the candidate. Such an inference occurs heeding to the candidate's response in the previous closed question “Maret masih kerja?” (Did you still work in March?).

Here is the complete list of the types of questions performed by interviewer I (table III.1.2.1)

No	QUESTIONS	TYPES	NOTES
1.	Silakan duduk, Pak !		Opening
2.	Ini tadi datang dari Tulung Agung?	Open question	No.2 - 9 is an opening scene which is performed under one topic line
3.	Berangkat jam berapa?	Probe question	
4.	Setengah tiga? Sampai sini jam berapa?	Probe question	
5.	Perjalannya berapa lama to?	Probe question	
6.	Setengah delapan. Ini resume anda nggak ada no teleponnya, Pak?	Probe question	
7.	Ini yang di Diponegoro XX ini?	Probe question	
8.	Oh rumah mertua. Mertua jelas teleponnya berapa ?	Probe question	
9.	Kodenya?	Probe question	
10.	Anda lulusan dari?	Open question	
11.	Brawijaya, angkatan 92, elekto arus apa ini	Probe question	
12.	Elektronika ini apa?	Probe question	
13.	Jurusannya elektronika ?	Mirror question	
14.	Ini terakhir kerja di XXXX ini pabrik keramik ya?	Leading question	No.14 -16 are subjects to an intergrated topic
15.	Ada Pabriknya?	Closed question	
16.	Pabrik apa distributor?	Closed question	
17.	Pabrik ya...Ok sebagai staff maintenance listrik tugas anda nih apa?	Open question	

18.	Eh...caranya gimana itu?	Probe question	
19.	Terus caranya gimana, anda bikin apa gitu lho supaya tetap lancar gitu lho!	Probe question	
20.	Ehm!		Interruption using backchannel cueing
21.	Anda lebih ke elektroniknya atau ke mekaniknya?	Closed question	No. 21 to 23 are performed under one topic
22.	Elektroniknya?	Mirror question	
23.	Kalau misalnya anda ini menjadi kepala shift, kalau maintenance itu apa dibedakan ad elektroniknya sendiri ada mekaniknya sendiri?	Closed question	
24.	Terus terakhir '98 ini kapan itu?	Open question	No. 24 – 26 are in the same topic line
25.	Maret masih kerja?	Closed question	
26.	Jadi april sudah nggak?	Mirror question	
27.	Kenapa kok ada PHK?	Open question	No. 27 – 29 are integrated topic line
28.	Ngurangi berapa orang?	Probe question	
29.	Akan atau sudah ?	Closed question	
30.	Terus dulu produksi berapa koq sekarang gitu?	Open question	
31.	Ehm ..		Interruption
32.	Terus anda bikin jadwal megenai mainrtenance-nya atau nggak?	Closed question	No. 32 – 33 are under the same topic lines
33.	Kalau ininya...jadwal perawatan mesinnya	Probe question	
34.	Jadi anda tinggal mencocokkan gitu aja?	Mirror question	
35.	Kalau misalnya dilihat dari anda dikasih literatur mesin, anda nanti kalau masuk sistem baru yang	Closed question	

	ch...sudah ada gitu ya...Anda nanti dikasih literatur mesin terus disuruh belajar bisa nggak?		
36.	OK...terus anda pakai PLC nggak ini?	Closed question	
37.	Ada PLC ?	Closed question	
38.	Terus kalo ada kerusakan-kerusakan yang karena tidak berfungsinya sistem elektronika itu ch...parameternya apa aja?	Open question	No.38 no 39 are integrated topic line
39.	Seringkali rewelnya itu karena apa sih PLC itu?	Probe question	
40.	Anda ini familiar pada mesin mana, bikinan mana?	Open question	No.40,41,42 are integrated topic line
41.	Iya buatan yang mana?	Probe question	
42.	Itali semua?	Closed question	
43.	Dulu waktu anda kena PHK pesangonnya berapa Pak?	Open question	No. 43 to 45 are under the same topic line
44.	Cuma dua kali gaji?	Closed question	
45.	Jadi anda 95 ya?	Mirror question	
46.	Anda bikin laporan-laporan apa saja dulu?	Open question	No. 46 to 48 are in integrated topic line
47.	Namanya laporan apa itu? Laporan kelancaran mesin?	Probe question	
48.	Terus untuk pencetakan hasil produksine itu nyleneh...itu yang bikin laporan siapa? Bagian produksi sendiri?	Closed question	
49.	Ehm...bisa dijelaskan lagi tentang menjaga proses kelancaran produksi?	Open question	No.49 – 51 is under the same topic line
50.	Terus peranan anda disana?	Probe question	
51.	Monitor mesin itu yang dimonitor apane?	Probe question	

52.	Terus nanti, Pak, ini kalo misalnya...ehm...bapak baca iklan...kalo nanti ditempatkan di Porong ?	Open question	NO. 52 to 55 are derived from the same topic lines
53.	Ya..		
54.	Kalo nanti misalnya diterima di Porong terus gimana keluarganya, istilahnya ditinggal disana ?	Probe question	
55.	Karena gini...kita ini perusahaannya nanti itu di Porong. Nah nanti kalo anda diterima berarti anda nanti akan ditempatkan di Porong.. Nah di porong nanti selama masa percobaan tiga bulan itu anda belum dapat fasilitas disana. Fasilitas diberikan, kalo...apa namanya...anda sudah lolos masa percobaan.	Probe question	
56.	Ok Saya kira cukup...nanti anda tunggu jawaban dari kita. Tolong persiapkan diri anda mungkin lolos ke tahap berikutnya...		Closing
57.	Siang		Closing

III.1.2.2 Patterns of Questions Performed by Interviewer II

In this sub-chapter, the writer will describe the patterns of questions performed by interviewer II. In rather slightly different pattern, interviewer II also performs all of those five types of questions: open, closed, mirror, probe, and leading questions.

To be more efficient and effective, the writer will describe some of the patterns taken randomly from the data of interviewer II. Moreover, the complete patterns of questions will be clearly described in the diagram at the end of this sub-chapter.

Just like interviewer I, interviewer II also performs “Open-Probe-Probe” patterns of question as he initiates his statement by giving question which enables the candidate to elaborate answers, and move two consecutive probe questions to penetrate the candidate.

- (1)I : *Bisa menjelaskan membedakan dengan mata telanjang kalau suatu mesin besar digerakkan dengan sistem hidrolis, pneumatic atau CNC? (Can explain you to us how to identify the machine that uses hidrolis, pneumatic, or CNC system?)*
- (3)C : *Eh waktu di pabrik saya magang dulu ada macam – macam mesin sistem hidrolis eh...ataupun CNC. Bisa melihatnya dari peralatan tambahannya yang ada eh...di mesin-mesinnya di pabrik itu... (Ehm...when I was in apprenticeship, there were various machines which use hidrolis ehm...or CNC. Actually, we can identify them from the additional panels in the machines at the factory.*
- (8) I : *beri contohnya apa itu ! (give example !)*
- (9)C : *misalnya pada mesin sistem hidrolis eh... ada tambahan peralatannya apa itu... di di power packnya. For Instance in hydraulic machines ehm...there were additional panels on its power pack...) Terus kalau di hidrolis oh... maksud saya di pneumatic itu ada tabung – tabungnya dan kalau di mesin CNC... (Then, in the hydraulic system machine oops I mean in the pneumatic system machine there are tubes, and on CNC...) ada*
- (14)I : *ehm ada apanya ? (Ehm What is it?)*
- (15)2 : *Eh ada tambahan komputer (there is an additional computer) di panelnya Pak...(in its panel. Sir)*

The interviewer’s initiation in line 1 is an open question to give candidate more rooms to elaborate his answers. The interviewer further performs a probe question (line 8) to force the candidate to elaborate a more detail information. Additionally, when he feels that he gets an adequate information from the candidate from the previous question, the interviewer further brings forward another probe question (line 14).

Here is another Open-Probe-Probe question performed by interviewer II:

- (1)I : *Bisa deskripsikan apa tugas anda waktu magang dulu itu hanya ngawasi saja (Can you explain to us that your duty in apprenticeship just supervised the machine?)*
- (3)C : *Mengawasi mesin –mesin kalau ada yang laporan masuk kalau mesinnya rusak atau ada masalah itu misalnya ... (Supervising the machines just in case there was any report about the trouble of the machines, such as...) Kalau (Such as..)*
- (6)I : *Yap terus...?*
- (7)C : *Misalnya kalau hasil produksi mesin injeksi itu nggak sesuai ukuran yang dikehendaki... (If the Injection machine could not work properly due to the wrong measurement data input in the panel) Jadi ukuran ulirnya agak besar maka yang bertugas mengawasi itu, saya membantu untuk mengecek kontrol panelnya eh..terus bila memang nggak cocok ukurannya dicustom sesuai standard pabrik. (So that the size of the material injected is too*

big, then I checked the control panel ehm... Then if the size is improper, I customize it accordingly based on the factory standard size) Untuk kemudian hasilnya jadi apa itu... normal kembali. (Therefore, the injected material will be proper.) Itu setelah hasil produksinya (We can assure that after the material is...) di cek (checked)

(16)I:

Coba disebutkan macam-macam mesin yang anda ketahui, terutama yang ini workshop machinery di bengkel? (Mention what kind of machines do you know, especially workshop machinery?)

In line 1, interviewer II proposes an open question, which forcibly make the candidate to elaborate his job description in his previous work. In the next extended question, the interviewer interrupts the candidate by using a probe question (line 6) -- in the form of "back channel cueing". As the candidate finishes his elaboration, the interview interrupts again by proposing another probe question whose function is to elicit another elaboration from the candidate.

Besides Open-Probe-Probe questions, the candidate proposes "Leading-Probe" question which is derived respectively from a leading question and probe question. A leading question is a form of communication that leads the interviewee to response. Furthermore, such a question is a manipulative form that could make the interviewee say things or agree to things he really does not believe.

(1)I : Dulukan magang di pabrik plastik ya tentunya bisa jelaskan cara kerja plastic injection machine di tempat kamu dulu ! (You did the apprenticeship in a plastic factory, so you must be able to explain how the plastic injection machine works!)

(4)C : Ya bisa Pak. Ehm...pertama kita harus nyalakan mesinnya beberapa saat, sampai heaternya bekerja. Kemudian kita masukkan biji plastik di eh hopper atau penampungnya, terus meginginkan warna-warni tinggal memasukkan pewarna biji plastik. (First we turn on the machine, we wait for a while until its heater works. Next, we put the plastic particles in its hopper, and if we coloration, we just put the certain palstic particle color matters on it)

(9)I: Terus setelah itu (What's next?)

In line I, the interviewer carries out a leading question which makes the candidate say something or agree to things that actually the interviewer may not

believe. When the interviewer says that the candidate must be able to explain the work of the plastic injection machine since he works in plastic factory, it is actually only a manipulative communicative tool to lead the candidate into a response. The ramification of asking such a question should be considered before using them, since it will lead – whatever it takes for the candidate – into an answer.

Meanwhile, the use of closed questions can be seen in these following excerpts:

- (1) Ini saya sudah pelajari CV anda, anda dari ITS lulus tahun 1997, jurusan mesin ya?***
- (2) Mesin atau hasil produksinya ?***
- (3) Bisa bedakan mesin yang kondisinya bagus atau sudah aus?***
- (4) Kamu dulu magang dibayar, nggak?***

In question 1, the interviewer performs such a closed question to affirm the candidate's background as written in the CV (Curriculum Vitae). Since the interviewer -- in fact -- knows the expected candidate's answer, such a question is actually not very essential thing to make.

Question 2 above provides two limited alternative response: *mesin* (machine) or *hasil produksinya* (the production results). Candidate II, in this case, does not have opportunity to elaborate his answers as the interviewer has already provided him with the optional answers. What the candidate can do is merely picking up one of those two optional answers. Such a situation also happens in question 3, as the interviewer only provides two optional answers, which is an obligatory question to be answered by the candidate.

In question 4, the use of closed question is to elicit “yes-no” answers from the candidate. The candidate, again, is urged to answer two possible options: “yes or no”.

Moreover, the interviewer notes his mirror question in these following excerpts:

(1)I : *Tugasnya apa itu?(what was your duty?)*

(2)C : *membantu pengawasan kerja mesin produksi (supervising the work of the production machines)*

(3)I : *mesinnya atau juga sekaligus hasil produksinya ? (the machines or the post-production result?)*

(4)C : *mesinnya Pak, seperti mesin injeksi, ulir, drill eh... (it was the machinery Sir, such as: injection machine, drilling machine, ehm...) dan blowing Pak... (and blowing machine, Sir...)*

(6)I : *OK Jadi familiar sama macam-macam mesin ya. ? (So, you're familiar with various of machines?)*

In the excerpt above, the mirror question can be seen in line 6, as the interviewer’s statement are the inference of the candidate’s response. The statement “*Ok, jadi anda familiar sama macam –macam mesin*” refers to the candidate’s ability in mentioning various kind of machines “*...seperti mesin injeksi, ulir, drill, eh...*” (Related discussion, see III.1.1.1, Interrupting for inferring)

Therefore, it is normal thing for the interviewer to come on such an inference by proposing a mirror question. In fact, for the candidate, it is a valuable thing for him since the inference may add his positive evaluation.

Here are the complete patterns of questions that are performed by interviewer II (table III.1.2.2)

NO	QUESTIONS	TYPES	NOTES
1.	Pagi...Silakan!		Opening
2.	Lama tadi nunggunya?	Closed question	
3.	Ini saya sudah pelajari CV anda, anda dari ITS lulusan tahun 1997, mesin ya	Closed question	No.3 – 8 are attached to each other under one topic line
4.	Sebelumnya kerja dimana ini?	Open question	
5.	Dimana?	Probe question	
6.	Bagian apa waktu itu?	Probe question	
7.	Tugasnya apa itu?	Probe question	
8.	Mesinnya apa hasil produksinya?	Closed question	
9.	Ok jadi familiar sama macam-macam mesin ya?	Mirror question	
10.	Kamu jurusannya di Teknik mesin ITS dulu apa?	Open question	No.10 and 11 are related under one topic
11.	IPK nya berapa nih?	Probe question	
12.	OK magangnya berapa lama itu?	Open question	No.12 to 14 are related under one topic
13.	Terus koq nggak di terusin, kenapa itu?	Probe question	
14.	Gagalnya kenapa itu?	Probe question	
15.	Bisa bedakan dengan mata telanjang kalau suatu mesin besar digerakkan dengan sistem hidrolis, pneumatik atau CNC?	Open question	No.15 to 17 are utterances which is under one line topic

16.	Contohnya apa itu?	Probe question	
17.	Ehm...ada apanya ?	Probe question	
18.	Kamu dulu magang dibayar nggak?	Closed question	No 18 –19 are attached to each other under one line topic
19.	Bisa deskripsikan apa tugas anda waktu magang dulu itu hanya ngawasi saja?	Open question	
20.	Yap terus?	Probe question	
21.	Coba sebutkan macam-macam mesin yang anda ketahui , terutama yang ini...workshop machinery di bengkel?	Open question	No.21-23 are intergrated utterances
22.	Duluan magang di pabrik plastik ya, tentunya bisa jelaskan cara kerja Plastic Injection machine di tempat kamu dulu	Probe question	under one topic
23.	Terus setelah itu?	Probe question	
24.	Disana ada Gen Setnya kan?	Leading question	No.24 to 28 are performed in an integrated topic
25.	Pakai buatan mana?	Probe question	
26.	Bisa jelaskan bagian-bagian dari genset ?	Probe question	
27.	Berapa KVA Gen Set itu biasanya?	Probe question	
28.	Kalau ada ngadat-ngadatnya itu Gen Set itu biasanya kenapa?	Probe question	
29.	Kamu tertarik jadi valuer mesin itu kenapa?	Open question	
30.	Bisa bedakan mesin yang kondisinya bagus atau sudah aus?	Open question	
31.	Tapi hitung-hitungan valuation-nya bisa nggak?	Closed question	
32.	Bersedia di training?	Closed question	

33.	Memang untuk valuation property di Indonesia itu masih jarang, tapi nanti kalau seandainya diterima ya anda harus mau belajar...Tahu masalah ekonomi?	Closed question	
34.	Coba apa yang kamu tahu tentang jasa valuation?	Open question	
35.	Kadang nanti tugas seorang valuer itu juga membutuhkan keluar kota, tergantung klien kita ada di mana. Terus kalau seandainya diterima bersedia nggak tugas-tugas keluar kota semacam itu?	Closed question	
36.	Terus ini masalah gaji, anda minta gaji berapa?	Open question	
37.	Baik, nanti akan kami pertimbangkan, anda tinggal tunggu kabar dari kita, ya?	Leading question	Closing
38.	Selamat siang!		Closing

III.1.2.3 Patterns of Questions Performed by Interviewer III

Interviewer III performs four of five types of questions – open, probe, leading, and closed questions -- during the interaction. In fact, the domination of using closed question can be seen in this following discussion since the interviewer tends to expect rather to-the-point answers. Furthermore, the tendency of using such direct question is heeding to the fact that the recruitment process of graphic and lay out man position will also rely on the practical skills instead of theoretical knowledge.

Despite such a fact above, the writer starts his analysis by describing the use of open questions that are mostly followed by probe questions.

- (1) *Interviewer : disebutkan di CV, pengalaman di grafis, ini kerja dimana ini dulu? (it is stated in your CV that you have experience working in graphic. Where did you work?)*
- (2) *Candidate : di XXXX advertising Pak (I worked in XXXXX advertising agency, Sir)*
- (3) *Interviewer : kerjanya apa itu dulu ? (What did you do?)*
- (4) *Candidate : Desain grafis Pak (Graphic Design, sir)*
- (5) *Interviewer : ya sudah tahu, maksudnya detailnya itu apa saja ? (I know. What I mean is that explain the detail of your job description?)*

In the excerpt above, the author initiates an open question (line 1), which provides a room for the candidates to answers it. Next, as the interviewer demands rather detail information, he proposes a probe question that unfortunately the candidate does not really comprehend. In fact, the candidate response is restating the interviewer's knowledge about him. Therefore, the interviewer has to arrive at another probe question. (line 5)

The manipulation of using probe questions prior to an open question is very strong, as such method is the most effective way to penetrate the candidate's world of experience.

Meanwhile, in other excerpts, the interviewer also performs an open question that is directly ensued by the use of a leading question and a probe question.

- (1) *Interviewer : Dulu kerja di advertising itu berapa tahun ? (How long did you work for that advertising company)*
- (3) *Candidate : cuman satu setengah tahun Pak, terus perusahaannya sepi order lalu PHK Pak (Only one and a half year, sir. As we had no clients, there was a retrenchment)*
- (6) *Interviewer : terus bubar perusahaanya, ya kan ? (Then the company is bankrupt, right?)*
- (8) *Candidate : ya Pak (Indeed, sir)*
- (9) *Interviewer : berapa dulu tenaga kerjanya ? (how many employee did the company has?)*
- (11) *Candidate : di grafisnya ada lima orang pak (There were five people in graphic division)*

(13) Interviewer : *Totalnya, totalnya berapa? (the total number, how many total employess?)*

In line 1, the interviewer performs an open question, asking about the candidate's working terms. As the candidates' elaboration also states the condition of his former company which issued a retrenchment policy, the interviewer then come to a certain conclusion which is conveyed through a leading question "Terus bubar perusahaannya , ya kan?" (line 6).

Such a leading question, certainly, is a manipulative form of communication that will lead the candidate to an answer, agreeing the interviewer's statement. There is no alternative for the candidate – after unveiling such a "poignant" fact of his former company – to agree with the interviewer's rather speculative statement. Furthermore, as seen in line 9, the interviewer imparts the candidate a probe question to find out deeper about the profile of the candidate's former company. Additionally, to get rather more specific information, the interviewer proposes another probe question. (Line 13)

As stated by the author in the beginning of this sub-chapter, interviewer III tends to use closed questions to get direct or to-the-point answers. Here are some excerpts which indicates the phenomena:

(1). *Berarti tahu macam-macam program dong. Kalu pagemaker bisa, nggak?*

(it means you are able to do various computer programs. Can you do pagemeker?

(2). *Bisa proses foto dari internet?* (Can you process photo from internet)

(3). *Modifikasi photo di Photoshop, bisa nggak?* (Can you modify an image using photoshop?)

- (4). *Kamu tahu tentang hardware?* (Do you know about hardware)
- (5). *Ini gini ya, karena koran kita bahasa Inggris, kamu ngerti sedikit-sedikit bahasa Inggris, nggak? Soalnya di lay out nanti biar nggak salah...Ya...walaupun nanti redaktur ngawasi kerja layout man...(Since our media is in English, Do you have little English knowledge? We need to know this to avoid mistakes during layouting process although the editor will supervise the work of layout man).*
- (6). *Ini gini ya, kerja di media itu kadang nggak kenal waktu, sampai malam. Nanti kalau diterima berarti kerjanya juga termasuk nunggu astrolon keluar...sampai pra-cetak lah. Sanggup nggak?* (I must inform you that working in a media means a very tight shedule. In fact, if you were accepted, your duty would include waiting the printed astrolon, can you handle such tight schedule?)

In the excerpts above, the use of closed questions are to elicit rather “yes or no” answers. It is the effective tools of the interviewer to have a direct confirmation about the candidate’s ability and skills.

The complete patterns of questions performed by interviewer III are shown in this following table (III.1.2.3):

NO.	QUESTIONS	TYPES	NOTES
1.	Pagi, silakan duduk !		Opening
2.	Ok. langsung saja ya...Anda lulusan dari STIKOM, tahun berapa ini?	Open question	No 2, 3, 4 are related exchanges which are in one topic line
3.	Ini diploma satu ya...	Leading question	
4.	Apa nih jurusannya	Probe question	

5.	Disebutkan di CV, pengalaman di grafis, ini kerja dimana ini dulu?	Open question	No.5 – 8 related utterances under one topic
6.	Kerjanya apa itu dulu?	Probe question	
7.	Ya sudah tahu, maksudnya detailnya itu apa saja?	Probe question	
8.	Berarti tahu macam-macam program dong. Kalo pakai Page maker bisa, nggak?	Closed question	
9.	Bisa jelaskan cara scan photo	Closed question	
10.	Ya...		Interruption in the form of backchannel cueing
11.	Agar tidak pecah gambarnya biasa pakai resolusi berapa, terus ukurannya berapa?	Open question	
12.	Dulu kerja di advertising itu berapa tahun?	Open question	No.12-15 are sequences that are related to each other under the same line topic
13.	Terus bubar perusahaannya, ya?	Leading question	
14.	Berapa dulu tenaga kerjanya?	Probe question	
15.	Totalnya, totalnya berapa?	Probe question	
16.	Bisa proses photo dari Internet?	Closed question	
17.	Oh iya, tadi setelah di scan itu nge-safe itu bisa pakai apa saja formatnya?	Open question	No.17 and 18 are related to each other under one one topic
18.	Terus kalo ngeprint-nya?	Probe question	
19.	Modifikasi gambar di Photoshop, bisa	Closed question	

	nggak?		
20.	Ini gini ya, karena koran kita bahasa Inggris, kamu ngerti sedikit-sedikit bahasa inggris nggak? Soalnya di lay out nanti biar nggak salah... Ya...walaupun nanti redaktur ngawasi kerja layout man	Closed question	
21.	Berapa lama kira-kira butuhnya untuk melayout ukuran 350 x 550 mmm atau seukuran koran kayak begini?	Closed question	
22.	Biasa troublenya apa sih di page maker itu apa?	Open question	No. 22, 23, 24
23.	Biasanya ada font yang nggak keluar di astrolon? Astrolon tahu kan?	Probe question. closed question	are related to each other under one line topic.
24.	Ya, kenapa kayak gitu itu?	Probe question	
25.	Kamu tahu tentang hardware?	Closed question	
26.	Kamu tadi juga bicara jaringan local itu ya...sedikit-sedikit bisa tentang itu?	Closed question	No.26 and 27 are related to each other as the interviewer initiate
27.	Nanti kita kerja juga lewat Local Area Network ini...untuk ngirim photo atau halaman kan nggak mungkin lewat disket! Terus biasanya kalau berat atau proses ngirim, ngopi, atau ngesafe file nya lama itu kenapa?	Open question	the new topic with a closed question and then it is followed by open question.
28.	Ini gini ya kerja di media itu kadang nggak	Closed question	

	kenal waktu, sampai malam.Kalo nanti diterima berarti kerjanya juga termasuk nunggu astrolon keluar, sampai pra-cetak lah. Sanggup nggak?		
29.	Ok nanti tunngu pengumuman, kita nanti itu lihat prakteknya dulu di masa percobaan selama tiga bulan dengan evaluasi per satu bulan. Kalo cocok langsung kita kontrak. Mengerti kan ?	Leading question	
30.	Tunggu saja pengumannya besok atau lusa ya! Semoga sukses		Closing
31.	Pagi...!		Closing

III.1.3 Patterns of Narrative of Candidates' Responses

In analysing the job interviewer, the author merely cannot escape from pointing out the patterns of responses - which is best observed from the narrative patterns -- performed by the candidates. By seeing the narrative patterns of the candidates's response, the author further can highlight what constitutes as effective responses in the context of an employment interview.

The nature of questioning in the employment interview requires that sometime a response infer beyond the literal meaning of the question. This necessitates the ability on the part of the interviewee to infer the appropriate communicative task and relate to the outside relevant knowledge which ties the response to the stylistic expectations of the interview interaction.

Therefore, the first task of the interviewee is to infer and negotiate a shared meaning of speakers' intent. Furthermore, the second step of the candidate is to infer the appropriate communicative task detailing the related information within the narrative structure.

Narrative structures of the interviewees are best expressed when they perform very long responses to elaborate their answers. Therefore, the author will select certain excerpts that reflect the phenomena.

III.1.3.1 Narrative Patterns of Candidate I

Excerpt I:

I : Terus caranya gimana, anda bikin apa gitu lho supaya produksinya tetap lancar gitu lho...!(Then how you did it...What did you do exactly to maintain the production process ?)

C : 1.Kita dibantu shift team pagi//
 2. Shift tim pagi ini tugasnya mengecek peralatan yang ada/
 3. baik itu sebelumnya ada kerusakan atau tidak waktu satu minggu sekali atau satu bulan sekali untuk pengecekan mesin yang ada//
 4.Jadi untuk shift kedua dan ketiganya kita tinggal memonitor kerja dari mesin itu//

I : ehm

C : 5.Jadi belum tentu satu shift itu kita ada kerjaan tapi kadang juga dalam satu shift kita banyak banyak pekerjaan.

(We were helped by the morning-shift team. The morning shift's duty is checking the existing equipments. So the second and third shifts, we just continued monitoring the equipment. So, the work of the shift depends on certain occasion, we may get busy sometimes or we got nothing to do at all)

In the excerpt above, the interviewee starts his narrative by establishing the general scene as seen in line 1: "*Kita dibantu shift team pagi*" (We were helped by the morning-shift team) prior to the detail information to explain the scene (line 2-3). In the next line, the interviewee ends up his narrative by stating a rather exclamatory statement to conclude his elaboration.

In fact, the exclamatory statements in line 4-5 -- *“Jadi untuk shift kedua dan ketiganya kita tinggal memonitor kerja dari mesin itu”* (So the second and third shifts, we just continued monitoring the equipment) and *“Jadi belum tentu satu shift itu kita ada kerjaan tapi kadang juga dalam satu shift kita banyak banyak pekerjaan”* (So, the work of the shift depends on certain occasion, we may get busy sometimes or we got nothing to do at all) – proposed by interviewee is actually the core of the information that he tries to convey to the interviewer. It is in the exclamatory statements where he really shortly describes what his duty was in his previous job.

Furthermore, the interviewer’s back channel cueing “Ehm” - which signs a verbal cues to agree with the response and urge the candidate to continue his response -- proves the candidate’s ability to infer the intended meaning of interviewer’s question. Therefore, the candidate sets himself into a suitable communicative task -- problem solving mode - in his narrative.

Meanwhile, a rather similar narrative pattern also performed by the candidate in this following excerpt:

Excerpt 2:

I : Terus anda bikin Jadwal mengenai maintenance-nya, nggak? (did you make the maintenance schedule?)

C : 1. Untuk...Jadwalnya sudah ditentukan, umpamanya disana jadwalnya untuk shift...dua hari pagi dua hari masuk sore, 2 hari libur.

2. Jadi sudah ditentukan jadwalnya

Dealing with such a closed question “Terus anda bikin jadwal mengenai maintenance-nya, nggak?” (Did you make the maintenance schedule), the

candidate does not merely give a rather to-the-point answer but he uses another strategy by establishing more detailed scene in line 1 “Untuk...Jadwalnya sudah ditentukan, umpamanya disana jadwalnya untuk shift...dua hari pagi dua hari masuk sore, 2 hari libur” (For the schedule, it is already set up such as the schedule for the shift there...two days for the morning duty, two days for the afternoon duty, and two days off.). In the next line of his narrative, the candidate comes to the exclamatory statement “Jadi sudah ditentukan jadwalnya” (So, the schedule is already set up).

The tendency for not using a rather to-the-point answer for responding a closed question can also be seen in this following excerpt:

Excerpt 3

I: Kalau misalnya dilihat dari anda dikasih literatur mesin, anda nanti kalau masuk sistem baru yang eh..sudah ada gitu ya...Anda nanti dikasih literatur mesin terus disuruh belajar, bisa nggak? (If I notice that you got the maintenance schedule in the machines...when you are facing new system and you get the new maintenance schedule of the different machines...Can you easily adapt your self?)

C: 1. Kita pertama harus mempelajari terlebih dahulu semuanya sebelum membuat untuk jadwal.../
 2. yang dari bahan berlainan...yang otomatis untuk perawatannya juga berlainan//
 3.Misalnya seperti yang diberikan di tempat saya dulu.../ tentang bahan dari sana itu menggunakan oli atau menggunakan air.../
 4.itu untuk perawatannya...//

5. Untuk oliya sendiri itu ada pergantian tiap-tiap tiga bulan sekali, terus airnya hampir satu minggu sekali ada pemeriksaan.../

6. jadi tergantung dari kegunaan dan penggunaan serta bahan bakar dan pelumas mesin itu//

In the beginning of his narrative, the candidate makes the following information by setting up the context which make references to his experience in his previous job. In line 1-3, he focuses on his ability - based on his experience - concerning adapting himself in a new machine literature and schedule. In line 1-2, he sets up the context:

Kita pertama harus mempelajari terlebih dahulu semuanya sebelum membuat untuk jadwal.../ yang dari bahan berlainan...yang otomatis untuk perawatannya juga berlainan// (First we have to learn all things before starting making the schedule... since the supporting material is different for each machines...which automatically each machines has different treatment)

In line 3-4, he makes reference of the scene in his previous job:

Misalnya seperti yang diberikan di tempat saya dulu.../ tentang bahan dari sana itu menggunakan oli atau menggunakan air.../ itu untuk perawatannya// (Such as in my previous duty in my previous work...it needs to know about the supporting materials whether the machine uses water or oil...that's for the treatment)

In line 5, the candidte details the scene he experienced in his previous job:

Untuk oliya sendiri itu ada pergantian tiap-tiap tiga bulan sekali, terus airnya hampir satu minggu sekali ada pemeriksaan.../ (For the oil, It needs to be changed once in three month, then the water, it needs to be checked once a week.)

In line 6, the candidates closes his narrative by proposing an exclamatory statement, concluding his response.

jadi tergantung dari kegunaan dan penggunaan serta bahan bakar dan pelumas mesin itu// (So, setting up the schedule depends on the function of the machine, the frequency of the use of the machines and fuel and oil that are used by the machine)

Such a strategy to elaborate the response which is elicited by a closed question, in fact, is effective as the candidate is able to establish both: inferring the relevant communicative task and a shared meaning of what the interviewer's intent.

It needs to be noted that in certain case, the closed question - which provides only two alternative responses: yes and no - should not be taken from granted by giving to-the-point answer.

As seen above, in a cleverly way, the candidate provides the interviewer information which reflects both his ability to adapt with new system of schedules and his knowledge on how to set up a good maintenance schedule. In fact, his response adds a positive evaluation that may effect the future decision of the interviewer.

While in the excerpt above, the author describes the communicative effectiveness performed by the candidate through relevant narrative structures, in this following discussion, he will discuss some excerpts that reflect the candidate's failure of inferring the appropriate communicative task and of incooperating relevant knowledge that ties the response to the stylistic expectations of interview interaction.

Excerpt 4

I : Ehm..bisa dijelaskan lagi tentang proses menjaga kelancaran produksi? (Can you explain again to us about maintaining the production process)?

- C : 1. Dimana ada bagian-bagiannya/
2. yaitu bagian untuk pengolahan bahan/
3. itu mulai bahan mentah...//
4. Terus bagian pengepresan, itu membuat tegal, bentuk tegel, tapi yang masih mentah//
5. Terus ada bagian pembakaran I untuk menghilangkan kadar air yang ada/
6. terus bagian pembrasuran untuk pemberian warna tegel//
7. Terus selanjutnya pada pembakaran kedua yaitu untuk mengkilapkan tegelnya...// Terus

(There are levels of process production divisions, namely pre-fabricated material process, it deals with crude materials, and then compressing division, it contrives the tile, the model of the crude tile. Then, there is a boiling machines I to dry out the tile, then there is polishing process division whose duty is to bluish the tile ...the next process is boiler machine II which is to polish the tile... And then...)

I : Terus peranan anda di sana? (What is your role in the process?)

C: 8. Di sana kita memonitor mesin yang ada, jika terjadi kejanggalan, baru kita bekerja//

(What we do is monitoring the machines, if there is problem, we take an action)

In the excerpt above, the candidate does more than tell a story as he fails to infer the intended meaning of the question given by the interviewer. This is further confirmed by the interviewer's use of interruption, asking the candidate's roles in maintaining the production process.

In line 1-7 “, the candidate’s misled judgment to the question has made him come to the response which merely tells the divisions in his previous place of work instead of showing how the production process should be maintained. In fact, he fails to make any positive reference that indicates his skillful background or experience.

This point further can be illustrated by the occurrence of interruption that leads the candidate to come to the intended meaning of the interviewer’s question.

III.1.3.2 The Narrative Patterns Performed by Candidate II

Excerpt 1:

I :Bisa menjelaskan membedakan dengan mata telanjang kalau suatu mesin besar digerakkan dengan sistem hidrolis. pneumatic atau CNC?

(Can you explain to us how to identify the machine that uses hidrolic, pneumatic, or CNC system?)

C : 1. Eh waktu di pabrik saya magang dulu ada macam - macam mesin sistem hidrolis eh...ataupun CNC./
2. Bisa melihatnya dari peralatan tambahannya yang ada/ eh...di mesin-mesinnya di pabrik itu...//

(Ehm...In the place where I was in apprenticeship, there were various machines which use hidrolic ehm...or CNC. Actually, we can identify them from the additional panels in the machines at the factory)

At the beginning of his narrative, the candidate sets the scene by making the following information explicit. In line 1, he states where he worked:

...Waktu di pabrik saya magang dulu (Ehm...In the place where I was in apprenticeship)

In the next sentences, still in line 1, the candidate details the scene in which he in fact reassures the interviewer for being familiar enough with various kind of machines.

... ada macam - macam mesin sistem hidrolis eh...ataupun CNC./

In line 2, the candidate then arrives at the “problem-solving” statement which straightly answers the interviewer closed question.

Bisa melihatnya dari peralatan tambahannya yang ada/ eh...di mesin-mesinnya di pabrik itu...//

As it is evident in the above analysis, the candidate does not want merely go to the straight answer of the interviewer’s closed question. By using a little long response, the candidate tends to elaborate the more detailed scene which makes reference to his familiarity towards various kind of machines. Certainly, such a strategy is effective, as he has booked certain positive evaluation in the interviewer’s eyes.

Another effective excerpt can also be illustrated in these following excerpts

Excerpt 2:

- I : Bisa deskripsikan apa tugas anda waktu magang dulu itu hanya ngawasi saja (Can you explain to us that your duty in apprenticeship just supervised the machine?)
- C :1. Mengawasi mesin -mesin kalau ada yang laporan masuk kalau mesinnya rusak atau ada masalah itu misalnya ... Kalau/
- I : Yap terus...?
- C: 2. Misalnya kalau hasil produksi mesin injeksi itu nggak sesuai ukuran yang dikehendaki.../
3. jadi ukuran ulirnya agak besar maka yang bertugas mengawasi itu/
4. saya membantu untuk mengecek kontrol panelnya/
5. eh...terus bila memang nggak cocok ukurannya dicustom sesuai standard pabrik//
6. Untuk kemudian hasilnya jadi apa itu...normal kembali.
7. Itu setelah hasil produksinya di cek

(Supervising the machines just in case there was any report about the trouble of the machines, such as...Such as..If the Injection machine could not work properly due to the wrong measurement data input in the panel, which causes enlargement to size of the material, then I checked the control panel ehm...Then if the size is improper, I customize it accordingly based on the factory standard size. Therefore, the injected material will be proper. We can assure that after the material is...checked)

Above, the candidate generally regards the first task in a narrative to be setting the scenes. In the next line, he further poses the problem, before finally closes his narrative with a resolution of the problem.

In line 1, the candidate establishes the scene by setting up the context:

Mengawasi mesin -mesin kalau ada yang laporan masuk kalau mesinnya rusak atau ada masalah itu misalnya ... Kalau/

In line 2-3, he poses a problem by exemplifying a trouble on the injection measurement:

Misalnya kalau hasil produksi mesin injeksi itu nggak sesuai ukuran yang dikehendaki...// Jadi ukuran ulirnya agak besar maka yang bertugas mengawasi itu/

In line 4, he relays the problem only after providing additional background information, showing his position in handling the problem:

saya membantu untuk mengecek kontrol panelnya/

The candidate states the resolution of the problem in this following manner. In line 5, he explained how the problem finally solved.

eh...terus bila memang nggak cocok ukurannya dicustom sesuai standard pabrik//

In line 6 and 7, the candidate closes his narrative by stating the result of how he can successfully handle the problem.

Untuk kemudian hasilnya jadi apa itu...normal kembali. Itu setelah hasil produksinya di cek

Such a similar pattern, such as setting the scene, posing the problem, resolution of the problem, and closing the scene, can also be seen in this following excerpt:

Excerpt 3:

I: Kalau ada ngadat-ngadatnya itu Gen-Set itu biasanya kenapa? (If there is a trouble in the Gen Set, what is it usually about?)

C : 1. Dulu waktu pernah gentsetnya nggak mau hidup/

2. kemudian saya dan teman-teman mengecek accu untuk start awalnya//
3. Ternyata ada yang nggak beres dengan accunya/
4. Jadi nggak ada powernya to menggerakkan dynamo ampere-nya//
5. Setelah accunya dibetulkan akhirnya bisa jalan kembali//

(Once, I have ever had experienced as I got trouble with the Gen-Set, then I and my colleagues checked out the battery whose function is to start up the dynamo. In fact, there was something wrong with the battery. So it could not generate power to start up the dynamo. After being repaired, everything was finally back to normal)

In the excerpt above, the candidate states the setting of the scene in line 1. In fact, in this line the candidate also poses his problem. In lines 2 -4, the candidate states the resolution of the problem. And the candidate, in line 5, closes his narrative by stating the scene after the problem is solved.

In order to be clear, here is the table III.1.3.2 which illustrate the narrative pattern in the excerpts 2 and excerpt 3:

	Excerpt 2	Excerpt 3
Setting the scene	1	1
Posing the problem	2-3	1
Resolving the problem	4-5	2-4
Closing	6-7	5

III.1.3.2 The Narrative Patterns Performed by Candidate III

Excerpt 1:

I : Bisa Jelaskan cara scan photo? (Can you explain to us how to scan the photograph)

C : 1. Bisa pak/

2. pertama kita buka program photoshop/

3. kemudian kita klik eh...import/
4. terus pilih Twain 32 terus...kemudian...//
5. Terus nanti muncul menu yang ada pilihannya lagi//
6. Disitu kita pilih Preview terus baru Scan...//

(Yes I can sir, first we open Photoshop progra, then we select Menu File, next we click ehm import, then we select Twain 32 then...Next there will be menu options. We select preview and finally Scan...)

From the data above, despite giving the straight answer “Bisa, Pak,” (yes, I can sir), the candidate tends to elaborate his response for the interviewer’s closed question. In line 1, the to-the-point answer is performed by the candidate to initiate his narrative:

Bisa pak

In line 2-6, he details the information:

pertama kita buka program photoshop, kemudian kita klik eh...Import, terus pilih Twain 32 terus...kemudian...Terus nanti muncul menu yang ada pilihannya lagi. Disitu kita pilih Preview terus baru Scan...

As it is obvious in the above excerpt, the candidate effectively negotiates the intended meaning of an interviewer question. The above analysis also shows that the candidate is able to “fulfill” the interviewer’s demand as he gives more than just a straight forward answer “yes or no”. In fact, by providing more elaborated answers, he actually unveils his positive side of himself that reflects his valuable knowledge to be evaluated. So, in this case, the candidate is not only able to infer the interviewer’s question, but he is also able to negotiate a shared meaning of the interviewer’s intention of having valuable background information about him.

Meanwhile, in this following discussion, the author will describe other candidate' narrative patterns.

Excerpt 2:

I : Ya kenapa kayak gitu itu ? What happen to such a trouble?

C : 1. Pernah saya mengerjakan suatu lay out di komputer Mac yang lebih canggih dari PC IBM/

2. terus ada font yang nggak keluar//

3. Waktu itu saya coba transfer lewat jaringan local ke folder F/

4. terus saya ngeprint pakai PC ternyata nggak keluar//

5. Ternyata...itu...karena ada font yang nggak ada di PC IBM Pak.

6. Baru akhirnya beres setelah ngeprint lewat Machintos

(Once, I worked a layout by using Mac computer which is more sophisticated then IBM PC , then there was missing fonts. At hat time I tried to transfer the page maker data to folder F of the local area network to PC IBM. However, there were some missing fonts as I tried to print the data. It finally could be solved as I print the data through the IBM PC.)

In responding such an open question, the candidates begins his narrative by making a reference to the situation or experience he had in his previous job:

Pernah saya mengerjakan suatu lay out di komputer Mac yang lebih canggih dari PC IBM/

In line 2, he further details the scene by stating the problem he had:

...terus ada font yang nggak keluar

In fact, in line 3-5 he elaborates the detail information, telling the background of having such a problem. Moreover, in these lines, the candidate's

ability in analysing certain problem – which may be relevant for his interview evaluation -- is unveiled:

Waktu itu saya coba transfer lewat jaringan local ke folder F. terus saya ngeprint pakai PC ternyata nggak keluar. Ternyata...itu...karena ada font yang nggak ada di PC IBM, Pak.

In line 6, the candidate states the resolution of the problem as well as the closing of the scene, by making an implicit reference to himself for being capable in handling the problem.

Baru akhirnya beres setelah ngeprint lewat Machintos

Just like candidate 2, the candidate 3 also tends to use such a pattern during the interaction. Such fact is obvious since the use of such a pattern is effective for his positive evaluation.

Excerpt 3:

I: Agar tidak pecah gambarnya biasa pakai resolusi berapa, terus ukurannya berapa?

(In order to avoid the blur in the picture, what are the proper resolution measurement and the size of the paper?)

- C: 1. Dulu saya sering buat design poster iklan yang besar/
2. sering juga gambarnya pecah/
3. untuk eh supaya nggak pecah itu diatur resolusinya Pak.//
4. Diganti resolusi 200 sampai 300 pixels Pak//

(Once I made a big sized advertising poster, whose picture was often blur, and to avoid such a problem, it needs resolution re-arrangement. It should use resolution of 200 to 300 pixels, Sir)

Excerpt 4:

I : Nanti kita kerja juga lewat local area network ini...Untuk ngirim photo atau halaman kan nggak mungkin pakai disket...Terus biasanya kalo berat atau proses ngirim, ngopy, atau ngesafe file itu lama itu kenapa? (We work through a local area network...For sending the photo or page, it is impossible to use a disk...Then if the proses of saving, sending, or copying the file is very long, what is the problem?)

C : 1.Dulu ditempat saya kalau semacam itu biasanya servernya penuh Pak...//

2.Eh jadinya harus ada data yang nggak perlu itu eh, dibuang atau dihapus saja Pak..//

3. biar nggak berat nantinya...//

(In my previous office, if such problem occurred, it was usually heeding the full server, Sir. Ehm therefore the unnecessary data should be removed or deleted, Sir...so the process will be smooth)

Both excerpts above have the same narrative patterns as the candidate 3 performs orderly an intergrated pattern: setting the scene, setting the problem, setting the resolution of the problem, and closing the scene. (III.1.3.3)

	Excerpt 2	Excerpt 3	Excerpt 4
Setting the scene	1	1	1
Posing the problem	2-5	2	1-2
Resolving the problem	6	3-4	2-3
Closing	6	5	2-3

III.2 The Patterns of Paralinguistic Choice

Paralanguage refers to all the vocal sounds except the word itself. And in job interview, specific prosodic features are naturally less subject to conscious control than syntactic and other structural features, but they have important role to establish the communicative effectiveness. It would be a fatal thing while the speaker has not learned to go beyond the use of such features in an employment interview.

III.2.1 Back Channel Cuing

Back channel cuing is one effective way of noting listener's understanding during the course of interaction. This "signalling process" can be realized through the use of verbal or non-verbal cues. The discussion will be limited to verbal cues, such as: *ehm*, *yap*, *eh*, and OK.

The use of back channel cues serves at least three purposes in job interview: (1) to signal reassurance that the speaker is understood, (2) agreement or solidarity with the previous statement, (3) possible need for further clarification or information of the previously stated point.

Excerpt 1 (interview I):

Candidate I: Dulu...satu hari 14.000 m2 (There were.... about 14.000 meter square of tile per day) sekarang tinggal seperempatnya (Now only quarter of them)

Interviewer I: Ehm...(ehm)

Candidate I : Tinggal 3000 m2 satu hari...(it's about 3000 meter square per day)

Interviewer I uses "Ehm" to signal that his reassurance of being understood or agree with the statement, and implicitly asks the candidate to give further clarification of his statement. In fact, the use of such a cue is marked by fall rising tempo and vowel lengthening.

Excerpt 2 (interviewer II)

Candidate 2 : *misalnya pada mesin sistem hidrolis eh...ada tambahan peralatannya apa itu...di di power packnya. For Instance in hydraulic machines ehm..there were additional panels on its power pack...)* Terus kalau di hidrolis oh...maksud saya di pneumatic itu ada tabung – tabungnya dan kalau di mesin CNC...(Then, in the hydraulic system machine oops I mean in the pneumatic system machine there are tubes, and on CNC...)

(14)Interviewer II : *ada*

Ehm ada
apanya ? (Ehm What is it?)

On account of the above data, the interviewer II also uses *Ehm* to signal his agreement with the candidate's previous statement. However, his need for further clarification is stated in a rather straight way – instead of implicit way -- by using a question which leads candidate to an answer: “*Ehm, ada apanya ?* “(*Ehm, What is it?*).

In fact such an directness, can also be seen in this following excerpt:

Excerpt 3 (Interview II)

Candidate II : *Mengawasi mesin –mesin kalau ada yang laporan masuk kalau mesinnya rusak atau ada masalah itu misalnya ... (Supervising the machines just in case there was any report about the trouble of the machines, such as...)* Kalau (Such as..)

Interviewer II : *Yap terus...?*
(Yap, then what?)

The cue which signals the interviewer's agreement and demand of getting more detail answers are not stand alone as he noted with additional statement just after the cue: *terus (Then what?)*

Meanwhile the other cues used in the interaction are *OK* and *Eh*, which relatively has the same function as the cues “*Ehm*” is used in above discussion.

Excerpt 5 (interview II)

Candidate II : mesinnya Pak, seperti mesin injeksi, ulir, drill eh... (it was the machinery Sir, such as: injection machine, drilling machine, ehm...) dan blowing Pak... (and blowing machine, Sir...)

*Interviewer II : **OK Jadi familiar sama macam-macam mesin ya. ? (OK, So you're familiar with various of machines?)***

The interviewer II uses *OK* to signal his understanding to the candidate II's statement. Further, the cue *OK* is used to note that the interview is ready to make an inference statement, concluding the response as well as urging for the candidate notification of it: "***OK Jadi familiar sama macam-macam mesin ya. ?***" (*OK, So you're familiar with various of machines?*)

Excerpt 6 (interview III)

Candidate III : Bisa Pak, pertama kita buka program photoshop, kemudian pilih eh... menu File, terus kita klik eh import terus pilih twain 32 terus (Yes I can, Sir, first we open Photoshop Program, ehm..then we select menu File, then we click Import menu, and select menu Twain 32) kemudian... (next...)

Interviewer III : Eh. ya (eh, yes..)

Candidate III : Terus nanti muncul menu yang ada pilihannya lagi. Disitu kita pilih menu Preview terus baru Scan... (After that, there will be another menu options. We select menu Preview, and then we can Scan...)

Meanwhile, in excerpt 6, the interviewer III uses *Eh Ya* to notify his agreement with the candidates statements. Additionally, the cue *Eh Ya* is a verbal cues which implicitly urges the candidate to provide him with more clarification or information as the follow up of his previous stated response.

Concerning the use of back channel cueing used by the candidate, the author finds a fact that actually the cues possesses no significant role in the communicative effectiveness prespective as it is only naturally or unconsciously

cues. The use of cues – such as *Ehm* or *Eh* – by the candidate is merely a stylistic prosodic features.

According to the questioner given to the candidates, their reason of using certain cues, such as *Ehm* or *Eh* is merely a spontaneous prosodic features which may be the best tool to set up more times to think – and preparing their narrative -- before answering the (difficult) questions of the interviewer. As seen in this following excerpt:

Interviewer III :Bisa menjelaskan membedakan dengan mata telanjang kalau suatu mesin besar digerakkan dengan sistem hidrolis, pneumatic atau CNC? (Can explain you to us how to identify the machine that uses hidrolic, pneumatic, or CNC system?)

Candidate III : *Eh* waktu di pabrik saya magang dulu ada macam – macam mesin sistem hidrolik eh...ataupun CNC. Bisa melihatnya dari peralatan tambahannya yang ada eh...di mesin-mesinnya di pabrik itu...(Eh...when I was in apprenticeship, there were various machines which use hidrolic eh...or CNC. Actually, we can identify them from the additional panels in the machines at the factory.

The use of the first *Eh* in the excerpt above by the candidate is merely a stylistic prosodic feature which is a candidate's strategy to set up more times for preparing the narrative. Meanwhile, the second *Eh* also reflects the candidate's strategy to have more time, constructing the narrative.

Despite such a function, the candidates admitted – in the questioner – that such a back channel cues occurred heeding to the unconscious control of feeling – nervous –they had during the interaction. It is normal since the stake of the interview interaction is greater to the interviewee then to the interviewer.

III.2.2 Vowel Lengthening

The use of vowel lengthening during the job interview interaction reflects a vocal manipulation by the speakers: (1) to mark emphasis stylistically over certain word or phrase and (2) to cue a rhythmical transition.

In this analysis the author will concentrate on the candidates' use of vowel lengthening as it is related to the ability of transmitting information through intonational contouring, which affects the communicative effectiveness. Moreover, the author will not describe all of the use of vowel lengthening of each candidate, but the discussion generally will be based on all data (interview 1-3) whose excerpts are taken randomly to be analyzed.

Excerpt 1 (candidate 1):

Jadi [jadi:] untuk shift kedua dan ketiganya kita tinggal memonitor kerja dari mesin itu ”
(So the second and third shift, we just continued monitoring the equipment)

In the above excerpt, the use of “jadi:” rhythmically establishes the slowing down of cadence by candidate I. The cadence is slowed to effect the closure of his narrative. Here is other vowel lengthening performed by candidate I:

Excerpt 2 (candidate I)

...jadi [jadi:] tergantung dari kegunaan dan penggunaan serta bahan bakar dan pelumas mesin itu. (So, setting up the schedule depends on the function of the machine, the frequency of the use of the machines and fuel and oil that are used by the machine)

Excerpt 3 (candidate I)

Jadi [jadi:] sudah ditentukan jadwalnya
(So, the schedule is already set up).

The use of vowel lengthening to mark the emphasis over a word or phrase can be seen as follows:

Excerpt 4 (candidate 1)

Cuma [cuma:] 2 kali [kali:] gaji [gaji:]

Excerpt 5 (candidate 1)

Yang sering [seri:ng] itu di outputnya [awtputnya:]...

Excerpt 6 (candidate 3)

Pertama [pertama:] kita buka program Photoshop [fowtowsya:p], kemudian [kemudia:n]...

Excerpt 7 (candidate II)

...kalau di mesin CNC [ceyence:]...

From those excerpts above, the candidates obviously perform such an intonational contouring to support his narrative for the sake of communicative effectiveness. Although the use of vowel lengthening is not so significant in the interview interaction compared to the paralinguistic patterns. However intonation may effectively support the candidates' narrative as the proper intonational countour, the cadence, will ease the interviewer in gaining the conveyed message or information.

CHAPTER IV

CONCLUSION AND SUGGESTION