

CHAPTER I

INTRODUCTION

1.1 Background of the Study

Everyone needs interaction and communication with the others to express their idea. According to Goffman (1999, p.6-10), people have many ways to interact and communicate with the others. People can communicate both verbally and non-verbally. In verbal communication, people use languages in delivering information. Meanwhile, non-verbal communication or wordless message can be signals, symbols, and body languages such as eye contact, facial expression and etc. Therefore, people need language, without language there will be no interaction among human being. In other words, human's life cannot be separated from language because with language people can communicate or share with the others. In addition, people can also express their thoughts to public throughout language. By using language people can make conversation such as gossip or the other natural conversation.

People do conversation in their everyday life and in every time when they meet each other. Conversation can be done in short time also. People do conversations when they meet each other. The students also do conversations, perhaps only by saying hello or something happen in the class. In this case (Sacks, 1973 cited in Levinson, 1983) stated:

Conversation itself is a string of at least two turns, that is opening and closing sequence. When we say 'Hello' to someone then we get a reply that is called a conversation. Beside, when we chat for an hour or more we also do conversation.



Moreover, when we have interaction with the others, we do not only talk, but also we do actions such as inviting someone, asking them to do something, blaming or criticizing them, greeting someone, disagreeing or arguing with them, advising or warning them, apologizing for something, complaining about something, telling about some troubles, sympathizing and offering help.

People usually need the response from the hearer in doing interaction such as inviting someone, asking someone, greeting, offering and also requesting something to someone, because they want to know about the hearer's response to our invitation, offer and request definitely. According to Sack and Schegloff, in normal conversational sequence, for many types of utterances, in terms of what is expected as a response and what certain responses presuppose, pairs of utterances such as greeting-greeting and apology-acceptance are called adjacency pairs (Schegloff and Sacks, 1973). Schegloff also stated that adjacency pair organization focuses on relevance rules about first and second pair part and parts of the sequences organization that are found by Schegloff in English conversations are offers-requests. In face-to-face interaction, conversations often occur among the people and it is possible that they will produce "offer" and "request" in their conversations. There are some rules occur in producing offers and requests. The writer finds that the situation sometimes influences the people to make offers and requests. In Schegloff's research, he found that the sequences organization (offers-requests) has some pattern and characteristic that has usually been done when people produce offers-requests and it naturally occurs in the conversations. When people produce offers and requests they do not produce

offers and requests directly, but they produce another statement first and this statement are called by pre-sequences. After people produced the pre-sequences (pre-offer or pre-request), they wait the response from the hearer. According to Schegloff, in the pre-offer, it has three response; go-ahead, blocking, and hedging response. And in the pre-request has four response; offer, go-ahead, hedging and blocking response. Schegloff found that pattern in the English conversations.

Based on the phenomenon above the writer wants to conduct a research about offers and requests that occur among friends especially the conversation that has been done by English Department students. The reasons of the writer choose English department student because it is the writer's surrounding. The previous researcher (Schegloff) chooses his surrounding as his subject of the research such as conversations between his friends. Therefore, the writer does the same thing as Schegloff did, and because the writer is English department student and it is her surrounding, the writer choose English department student as her subject. In this study, the writer does not limit the number and the gender of the participants, the writer focuses on their conversation without being influenced by the background of the participants. In this case, what the writer means is when the writer analyzes the data the writer only focuses on the data transcription, but the background of the participant still influences when the writer chooses the participant to be recorded. The writer chooses to record the conversations among friends to emphasis the conversation naturally. Whereas, the result of the analysis is depend on the data transcription. Therefore the writer is interested in analyzing the conversation (offer-Request) that is done by the English department students

in the faculty of humanities, Airlangga University. The writer also wants to know whether Indonesian conversations have the same pattern as English conversations based on Schegloff research or not, and how this way occurs in Indonesian languages.

In conducting this study the writer uses conversation analysis (CA) as the method of the study in order to know the sequences organization of Indonesian conversations. It is the most appropriate method to analyze the conversation as a form of talk in interaction. There are several reasons why CA is the most appropriate method used in conducting this study. Firstly, in Conversation Analysis, Ordinary conversation is the most basic form of talk and the main in which people come together, exchange information, and maintain social relation. According to Sack and Schegloff, in conversation, a person has occasion to refer to other person. So, a fundamental position in CA is that speakers follow what typically occurs in particular interactions. These typical characteristics therefore provide a framework and set of expectations for speakers to follow in spoken communication (Heritage 1995). And Pairs of utterances in talk are often mutually dependent; a most obvious example is that a question predicts an answer, and that an answer presupposes a question (Schegloff, 1973). Hence, to analyze the phenomena of adjacency pairs especially Offer- Request in the conversations the writer uses conversation analysis method. Secondly, CA avoids using research questions before a researcher gain data to discover the phenomena that comes out from the study. So, the writer collects the data by recording the conversation and then the writer transcribes the data and analyzes it. This approach which is used in

analyzing spoken interaction is also developed from the work of Harvey sack, Gail Jefferson and Emmanuel Schegloff in the early 1960 at University of California.

The writer conducts a research in offers and requests based on Conversation Analysis approach proposed by Schegloff (2007). According to Schegloff (2007), Offer is an action in which the speaker proposes something to other recipient in conversation. The recipients do not need to do something for the speaker; the recipients just accept or reject the offer. Whereas, request is an action in which the speaker tries to request something to recipient. When the recipient grants the request, they should do something for the speaker. So, the one who receives the action is the speaker and who does the action is recipient. Schegloff also proposed that offer and request sequences has pre-offer and pre-request that is called by pre-sequences. Pre-offer has three responses: a go-ahead response, hedging response and blocking response as the response, whereas pre-request have four responses: offer, a go-ahead response, hedging response, and blocking response as the response. Offer and request sequences have been accepted or granted as preferred response and rejected as dispreferred response. The writer is interested in conducting a research about offer and request sequences that used in Indonesian conversations because the writer realizes that offer and request always possibly occurs in our daily life. Therefore, the writer does a research about offer and request.

1.2 Statement of the problems

In the Background of the study the writer is interested in analyzing Offer-Request that is used in conversation. So, Based on the background of the study the writer states the problems as follows:

- 1. How are “Offer” and “Request” done in Indonesian Language?**
- 2. What are the similarities and differences between “Offer and Request” in Indonesian conversations and in English conversations as based on Schegloff?**

1.3 Objectives of the study

Based on the statement of the problems, this study is intended:

- 1. To reveal the ways of “Offer- Request” done in Indonesian Language.**
- 2. To find out the similarities and differences between “Offer-Request” in the Indonesian conversations and in English conversations as based on Schegloff.**

1.4 Significance of the study

This study is expected to give meaningful contribution in linguistic studies, especially conversation analysis which concerns with the pattern or structure of using languages especially on sequences organizations (offers and requests) in natural conversation. In addition, the data can be helpful for the other students who want to conduct research in Conversation Analysis (CA). It will provide references for other studies

which concerns about Conversation Analysis and also can enrich the cross cultural studies. Finally, the writer hopes the study can be useful for the teacher in teaching students well.

1.5 Definition of Key Terms

1. Conversation

Conversation is not a structural product in the same way that a sentence is – it is rather the outcome of two or more independent, goal-directed individuals, with often divergent interest (Levinson, 1983).

2. Conversation Analysis

The study of talk and other forms of conduct (including the description of the body in gesture, posture, facial expression and on going activities in the setting) in all forms of interaction (Schegloff, 2002).

3. Sequences Organization

The organization of turns of talk from the beginning to the end of a course of actions (Schegloff, 1995).

4. Offer

Offer is an action in which a speaker proposes something to other speaker in conversation (Schegloff, 2007).

5. Request

Request is an action which a speaker asks to somebody to do something, to ask formally or courteously for something to be given or done. This type of pre-sequence can come in the form of question such as “Can I ask you question?” and “Can you do me a favor?” these questions project specific base first pair parts such as a question or request (Schegloff, 1980, 1995).

CHAPTER II

LITERATURE REVIEW