

CHAPTER III

METHOD OF THE STUDY

3.1. Research Approach

Conversational Analysis approach is the suitable method to be used in this research, because the writer of the thesis only recorded the voice of the telephone calls and did not look on the visual aspect in order to make her relieve some difficult problems in the analysis and description of visual feature of conduct in interaction and that help to warp a natural behavior in everyday living (Schegloff, 1986, p.112). Conversational analysis is an examination of talk-in-interaction precisely developed to explicate how people bring social actions through their talk. Conversational Analysis brings a perspective on people's use of the interactional expectations of turn-taking, the sequential placement of messages and how social relation produced (Littlejohn & Foss, cited in Safitri, 2008). Olsher said in his interview with Schegloff (2000, p.118) that the practices of any speaker should rest solely on our intuition, or any prescriptive notion of what language should be and the analysis should always be grounded in a body of data examined with the same analytic method. The statement means that analysts can start with intuition first and then relate to what other might say, or in other words they have to think objectively. Analysts cannot disregard people's opinion because their experience are usually not the same with other, if it is the same then the analyst can do the broader steps in examining the data (2000, p.118)

3.2. Corpus

Mobile phone conversation has been chosen to be the object of this research because most of the people now use mobile phone in their daily life. Opening sequences contain the base position of the call and hold an important role in a conversation. It is determined a conversation will be a long conversation or a short one. Opening sequences begin with summons/answer or the ring of the phone as the summons, and end with 'howareyou' sequence. After 'howareyou' sequence occurred, the first topic or reason for the call will be appeared. By the time the conversation reaching the first topic that no longer consider as the opening sequence. Therefore it should be not assorted into this research since it will lead to other sequences or middle stage of the conversation.

Fifteen (15) conversations randomly picked and those conversations can be used for analyzing the opening sequences. The writer of the thesis only took the participant from the people she knew. The writer chose her friend as the participants or a subject of her research. The choice of these subjects enabled the writer to easily get the permission to record the data. This is only for limitation, for further analysis the participants' background such as social status will be not use. Participants must know that they have been recorded even after the recording because mobile phone calls are considered as private and they have the right to decide whether it can be use or not. The participants were not supposed to tell that they had been recorded in the beginning of the phone call because it may affect the conversation.

In the interview with Schegloff (2000, p.114), Jean Wong said that CA hallmark often get the participant from the same group, culture, and language in order to make them easier to analyze the data, that is why the writer also do the same thing by picked the participants from the same group, culture and language. The other reason why the writer chose her friends is to make it easier for her when she wanted to confirm the data because she needs to ask the context of the phone call but in analyzing the data the writer cannot confirm the data as well. The writer did not restrict the participants who record the data as a caller or the recipient, even though the participants who record the data is the caller, still they do not know what that will be observed so it still considered as a natural conversation.

3.3. Data Transcription

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

the representative of the Recipient or Answerer and initial C as the representative of the Caller.

3.4. Techniques of the Data Collection

The writer gathered the data for eight months from October 2009 up to May 2010 to assort random data. The writer chose only her friends as the participants and selected the conversation which the participants had close social relationship. In collecting the data for her research, there are several things she must do. First she had to ask a person to record their telephone calls. After having the permission, the writer used several ways to record the data.

The writer used any phones which had recording application to record the phone call. For the mobile phone, there are several steps to do before the participants do the recording. If the phone rings, the recipient should press the *answer* first but remain silent in order to give the sign that the phone has not been received yet, then press the *option* and select *record* option and the phone call starts to record automatically, then the recipient may begin to start the conversation. If the participants are going to call someone, as soon as the receiver picks up the phone the participant must record the phone by selecting the *record* option, the techniques are just as the same as when the participants receiving a call. As though when receive a call, the participants need to remain silent in order to make caller repeat their summon answer. It needs for about 1 up to 2 seconds to press the *record* option. The *record* option for a mobile phone when the phone call on proceed.

The quality of mobile phone conversation recording can be heard clearly since the writer used the application directly from its phone and there is no need to use other instruments. The problem occurred when the participant pick up the phone in the noisy state, that will be more difficult to hear the conversation because there is other voice interrupting the participant's voice, and even could disturb the summons/answer sequence.

For the mobile phone data taking, since one of the mobile phone brands has recorder application and it can be used to record telephone conversations. So it is easier for the writer to record the data, for example the writer is not being with her friends while answering or making the phone call. They can easily record the conversation by themselves without feeling as if they were being the subject of a research. Both the caller or the receiver have to know that their conversations are taken for a research, but since conversational analysis deals with natural conversation and the writer only took the opening sequences the opposite caller can be informed after some time or after making a phone call. After getting the phone conversation the writer has to confirm to the participant for using the data for her research.

3.5. Techniques of the Data Analysis

The first step to be used in this research is to sort some data because some of the data may miss the opening sequences. Then transcribe the data with using Atkinson & Heritage's (1984) CA transcription is the next step to be taken. After the transcription had been made, the writer identifies the data. Classified and

analyzed the data according to Schegloff four core opening sequence in telephone conversation.

The mobile phone conversation data analyzed based on the categories (four sequences of opening sequences). The writer identified them and then drew a pattern that lies in opening sequence from fifteen mobile phone conversation. the writer differentiate the regular pattern and irregular pattern classification based on Schegloff opening sequences structure and compare it to the Schegloff American English telephone opening sequence. While classified the data to regular and irregular pattern, the writer also did the depth analysis about how the opening sequence could happen. After knowing the pattern and how those conversations happened, then a conclusion can be drawn to this research. In conclusion, these are steps that been used in investigating this research,

- Sort the mobile phone data
- Transcribe the data with CA transcription
- Identify the data
- Classify the data
- Analyze the data
- Draw a conclusion

CHAPTER IV

FINDING AND DISCUSSION