CHAPTER II

LITERATURE REVIEW

2.1   Conversation Analysis and the Organization of Turn Taking

Conversation Analysis (CA) was developed from the work carried out by Harvey Sacks, Gail Jefferson, and Emmanuel Schegloff in the early 1960s. It is argued that CA does not deal only with conversation: the approach has been applied to talk professional and workplace setting (Drew & Heritage, 1992), to political speeches (Atkinson, 1984) and to media genres such as radio phone-in programs (Hutchby, 1996). Conversation analysis is one of the key methodological approaches to the study of verbal interaction. Based on the interactive conversation between the announcer and caller in this analysis, the theory of conversation analysis is given so much prominence in this research. It gives particular attention to everyday spoken interaction such as casual conversation, chat and ordinary narrative (Paltridge, 2000:83). Psathas (1995) stated that conversation analysis is the study that concerns with ordinary social interactions in which that is developed in systematic procedures as a tool for studying those interaction.

CA has several features that can distinguish it from some other approaches. First is the importance of context. CA is a study that tries to find out how conversation is organized within a context. The next feature of CA is that CA is concerned with naturally occurring conversations (Goodwin & Heritage, 1990). It means that conversations that are employed in a CA study are not the talks that are

specifically generated for research purposes. Therefore, many CA researches label their object 'talk in interaction' instead of 'conversation' (Cameron, 2001). This name is utilized because CA is developed to analyze talk (rather than written text) and more important, the kind of talk is natural and interactive. Gardner (1995) in Paltridge states that an important feature of CA is the process of data transcription and the analysis. The advantages of transcription are not only to know what people say but also how they say it. The transcription of CA can allow deeper analysis of how people interact.

Today, CA is divided into pure and applied CA. Some of applied CA studies are aimed at proving theories. According to Schegloff (2002), applied CA study is conducted to answer research questions that are theoretically motivated, also the kinds of questions that are similar to the ones that are employed in applied linguistics, education and many other fields of study.

In every conversation or talk-in-interaction, both ordinary and institutional talk follows systematic rules of turn taking. To involve the conversation, the participant must be able to recognize the rules of the conversation and to make the conversation become devote. This process of recognizing the turn taking rules may occur consciously and unconsciously but mostly unconsciously as usually happen. For example, when the conversation consists of two participants, they have to be aware of their turns; which means that each participant takes turn to speak, if not there is a potential conversation or communication that will break down from the conversation.

Moreover, when one of the participants breaks the rule of turn taking, he/she may dominate the conversation and depend on their status or each other party may not be happy with it. This is similar to Sacks', Schegloff, and Jefferson's work in 1974. They stated that the speakers took turn taking in speaking at one time and then the next speaker start to talk. However, turn taking rules in conversation also enable simultaneous speech by two or more participants. Speech also occur when a speaker is completing each other's utterances or repeating, or rephrasing each other words (Sacks, 1974).

Schegloff (2002) has studied sequences organization and turn taking. He states that turn taking organization is a very fundamental phenomenon of interaction as it makes responsiveness in interaction possible. Participants in interaction inspect and analyze each other's turn and then react and respond to these. Every turn includes a message, an action that the speaker wishes to convey through that turn. It is then possible for the other participants to analyze the turn and predict what the speaker expects next.

Sacks, Schegloff and Jefferson described the kind of systematic procedures that participants followed to conduct turn construction components and a set of procedures for turning allocation. Turns at talk are built out of turn construction unit (TCUs); these are syntactically bounded lexical, clausal, phrasal or sentential units. In addition to grammatically complete sentence, turns can be from single words, non-lexical utterance, single phrases and clauses. Turn-taking rules are fundamentals features in conversation to accomplish turn construction units. It is provided to

distribute next turn to one to party and make a transfer in conversation (Sacks and Schlegoff, 1974).

1.   For any turn, at an initial Transition Relevance Position (TRP) of the initial Turn Construction Unit (TCU) :

   a.   If a current speaker becomes a Current Speaker Select Next the procedure then, a party that is selected has the right and commitments to take the next turn to speak.

   b.   If the turn is in progress and the party is not the current speaker next select then, a self-selection could be taken (but there is no obligation).

   c.   If the current speaker employs a non-speaker select next the procedure then, the current speaker may (but not need) continue until another party chooses self-selection.

2.   If, at an initial TRP of the initial TCU, neither 1(a) nor 1(b) reappear, and the current speaker uses 1(c) which means that the party has continued to speak, then the rule set of 1(a-c) applies again until the next TRP, until a transfer is achieved.

These rules are acquired from the analysis of ordinary social interaction. In the TRP which constructs the TCU, we can observe that one way to achieve turn-transfer is for the current speaker to select the next speaker. Consequently, the second participant has at least of motivating reason for not speaking while someone else is speaking, that is to monitor the turn in progress and to see if participants will be selected by the current speaker as the next speaker. Thus, if the current speaker

employs a non-speaker select next, current speaker may not need to continue until another party self-selection.

Moreover, the next turn is the place where speakers display their understanding of the prior turn's completion. It concerns to the next speaker's understanding of the prior turns to the next speakers of the type of utterance that is produced by prior speaker.

2.1.1   Basic Elements of Conversations

There are several basic elements of Conversations which are uncovered by Sacks. The researcher gives briefly explanation of those elements in general because this study will focus merely on part of turn taking organization.

2.1.1.1 Adjacency pairs

Adjacency pairs are fundamental units of conversation organization and a key way in which the meanings are communicated and interested in conversation. Adjacency pairs are utterances produced by two successive speakers in a way that the second utterance is identified as related to the first one as an expected follow-up to that utterance (Partlidge, 2003). Adjacency pairs refer to where one utterance demands a certain type of utterance from the next speaker as for instance question-answer and greetings.

2.1.1.2 Preference organizations

Preference organization is a certain amount of freedom in responding to some first parts. Thus, some second pair parts may be preferred and others may be dispreferred. For example, an invitation may be followed by an acceptance (the

preferred second pair part) or a rejection (the dispreferred second pair part). Dispreferred responses are generally accompanied by hesitation and delay and are often prefaced by markers.

2.1.1.3 Turn taking

According to Streeck (1983), interaction and exchange between speaker and hearer is crucial in conversation. This interaction consists of turns. Each turn is made up of turn-constructional units. These units can consist of anything from the word to a complete sentence, and are not mistaken for well-formulated written sentences. This is also referred to as the transition relevance place. The next speaker in the turn-taking can either be self-selected or selected by the previous speaker.

Cameron (2001) stated that there is an ordered set of rules for the allocation of the next turn. These rules are:

1. The current speaker selects the next speaker. If this mechanism does not operate.

2. The next speaker self-selects. If this mechanism does not operate.

3. The current speaker may continue.

There are a number of ways in which people can show that they have reached the end of a turn. This may be through the completion of syntactic unit, or it may be through the use of falling intonation, the pausing. They may also end a unit with a signal such as "mmm" which signals the end of a turn.

2.1.1.4 Repair

Repair is the way speaker corrects things that have been said in a conversation. There are four varieties of repair:

a. Self-initiated self-repair : Repair is both initiated and carried out by the speaker of the trouble source.

b. Other-initiated self-repair : Repair is carried out by the speaker of the trouble source but initiated by the recipient.

c. Self-initiated other-repair : The speaker of a trouble source may try and get the recipient to repair the trouble.

d. Other initiated other-repair : The recipient of a trouble-source turn both initiates and carries out the repair.

2.2   Turn Taking Irregularities

Zimmerman and West (1975) labeled the two sorts of irregularity in which they identified them as Overlaps and Interruptions.

2.2.1 Overlaps

Schelgoff discussed overlap as a component of organization of turn taking. Overlapping talk is considered as an evidence of incoming speaker's failure to take notice of whether the current speaker has or has not finished (Hutchby and Woofit, 1988). According to Coates (2004), Overlaps are of sight over-anticipation by the next speaker. Instead of beginning to speak immediately following the current

speaker's turn, the next speaker begins to speak at the very end of current speaker's turn.

2.2.2 Interruptions

Interruptions are violations of the turn taking rules of conversation. The next speaker begins to speak while the current speaker is still speaking, at a point in the current speaker's which could not be defined as the last word. Interruptions break the symmetry of the conversation model. The interrupter prevents the speaker from finishing her or his turn at the same time gaining a turn for her or himself. Interruptions are perhaps the most ambiguous linguistic strategy which can achieve dominance in conversation (Coates, 2004).

2.3   Conversational Dominance

Conversational dominance is the phrase used to refer to the phenomenon of a speaker dominating others in interaction (Coates, 2004). Interruptions are perhaps the most unambiguous linguistics strategy which can achieve dominance. When a speaker is described as dominating conversation, it usually means that she or he is some way breaking the underlying rules of turn taking.

2.3.1   Conversational Strategies

2.3.2.1   Minimal Responses

Generally, in a conversation, listener responds to speakers in two ways. First, listener makes responses while the current speaker is talking. Second, listener makes responses after the current speaker finishes the talk. There are various terms to refer to this function, such as response token, response cues, minimal responses and so on.

At this point, the term minimal response is chosen for this study. Minimal responses are verbal and non-verbal indicators of a person's co-participation in a conversation (Reid, 2005:8). The use of minimal responses "increases immediacy, signals that the listener comprehends the speaker's message and reinforces the speaker's role in a conversation" (Andersen, 1999:201). Gardner Rod (2004) analyzed the functions of some common minimal responses such as:

a.   verbal responses such as *yeah, uh-huh*;

b.   nonverbal responses such as nods and shakes of the head;

c.   single words as response such as *yes, no, okay;*

d.   phrasal utterances such as *oh, really; oh,my god*;

e.   short clauses such as *that's right; that's true; I agree;*

f.   longer utterances such as clarification request.

2.4.3   Radio

Radio is a communication between two or more points, employing electromagnetic waves as the transmission medium. Talk radio is a type of radio broadcast in which topical issues are discussed by the presenter and by listeners who phone in.

2.5   Review of Related Studies

Many previous studies have been conducted on the same topic of conversation analysis. Actually, there were already several previous studies about conversation analysis which had been already analyzed, and one of the studies was from the undergraduate thesis which was written by Putri (2011). She wrote a thesis entitled
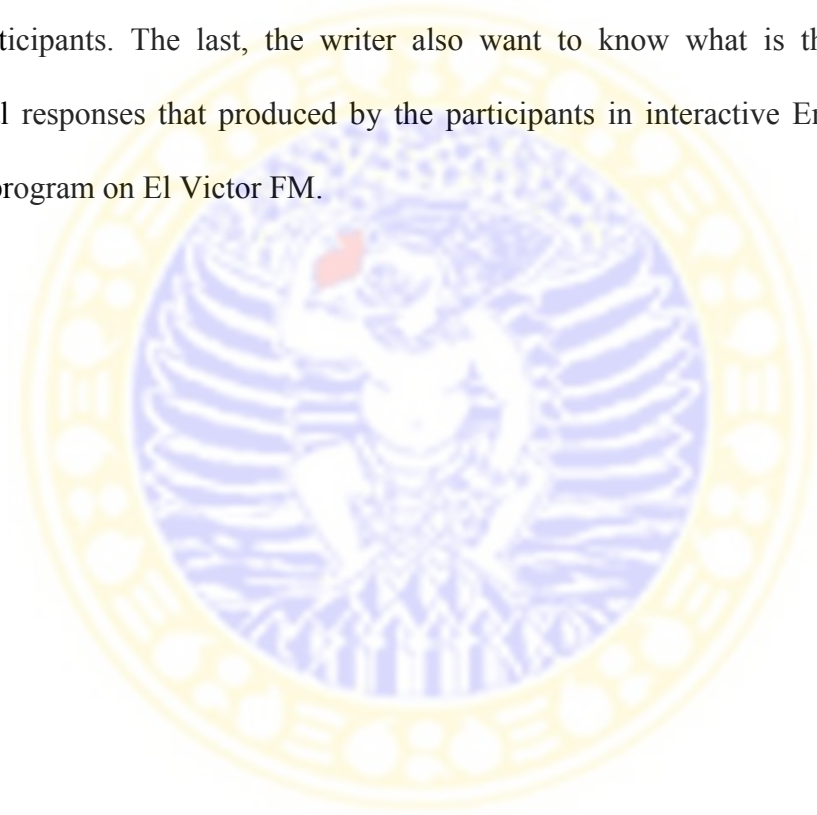
"News interview turn-taking system in Apa Kabar Indonesia Malam related to basic tasks of professional journalist". In her study, reveals that news interview is targeted for an overhearing audience with the interviewer as the controller of the turn taking management. In interview, however, the role of interviewer become less central and is removed to act as catalyst of conflict. These study used conversation analysis as an approach because it does place much greater emphasis on the close analysis of individual cases and can be ground any analysis in the understanding of participants themselves.

Moreover, there was one undergraduate thesis which also discussed conversation analysis. Another graduate thesis was written by Handayani (2010) entitled "The Organization of Turn Taking in Doctor-Patient Consultation Sessions at the Pediatrician Clinic". She uses the theory of Conversation Analysis by Harvey Sacks (1978). In her study, she has attempted to explore the institutional interaction in doctor-patient consultations in order to find out how consultation sessions are different from the ordinary consultation. She shows that in the patients' turns, the patients mostly use self-selection in giving response to the doctor's turn and they have no rights to be the first starter to permute the turns.

In this study, the writer might combine the two ideas of Putri and Handayani's research. In Putri's investigation, the news interview turn taking system in Apa Kabar Indonesia Malam to basic tasks of professional journalist, by using the interviewer as the object. Meanwhile, in Handayani's study, she has attempted to explore the

institutional interaction in doctor-patient consultations to find out how consultation sessions are different from the ordinary consultation.

In this study, the writer undertakes to make different focus on the organization of turn taking, that are overlaps and interruptions. Secondly, the writer want to find out which are more dominants between overlaps and interruptions that produced by the participants. The last, the writer also want to know what is the function of minimal responses that produced by the participants in interactive English Talk by Radio program on El Victor FM.

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