

ABSTRACT

Handayani, Ika. The Organization of Turn Taking in Doctor-Patient Consultation Sessions at the Pediatrician Clinic at Rumah Sakit Umum Haji Surabaya. A thesis submitted as partial fulfillment of the requirements for the Sarjana Degree of the English Department, Faculty of Humanities, Airlangga University, 2010.

This study aims to investigate the technical differences between the modified turn taking rules in the consultation setting and the general turn taking rules proposed by Sacks et al.. This study uses Conversation Analysis (CA) as the methodology because CA presents a direct connection between talk and its setting. The setting in this study is doctor-patient consultation session setting. The participants of this study are the doctor and the parents of children. The preference of doing the research in the Pediatrician clinic is due to the fact that there is parent of a child participant in that medical consultation setting. This study uses case study because the researcher focuses on one particular case. The steps in technique of data analysis are identifying the modified turn taking rules based on the data transcription, comparing the modified turn taking rules with the general turn taking rules proposed by Sacks et al to find differences of modified rules, analyzing the significant features by using the modified turn taking rules in term of adjacency pairs, minimal acknowledgement responses, pauses, and overlaps. Based on the data analysis, the modified turn taking rules in doctor-patient consultation present some technical differences from the general ones concerning the different participants and settings. In consultation sessions, there is unequal power of speech exchange among participants. This is because the doctor is a sole turn distributor which means that the doctor has the rights to arrange the turn taking in a different sequence in any possible ways. Furthermore, doctor's turns are mostly found because he has high permutability of turn taking. In addition, the doctor attempts to minimize pause. While in the patients' turns, they have no right to be the first starter to permutate turns in consultation sessions, they mostly use self-selection to respond the doctor's turns.

Keywords: Turn Taking Organization, Conversation Analysis, Adjacency Pairs, Minimal Acknowledgement Response, Turn and Pause.