

**REPAIRS IN TELEPHONE CONVERSATIONS PERFORMED BY  
NATIVE AND NON-NATIVE SPEAKERS OF ENGLISH**

**(A Study on Ardan Radio's Interactive English Conversation  
Program 'Talk and Talk')**

A Research Paper

Submitted to fulfill the requirement for the Sarjana Sastra degree

By:

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INDONESIA UNIVERSITY OF EDUCATION**

**2005**

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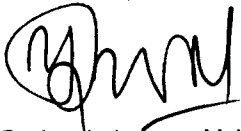
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*As You Sow,  
so You Will Reap.*

*Then...*

*Do the Best,  
and Let Allah Do the Rest.*

*...dedicated to my beloved parents & family;  
Mamah, Bapa, Iyan and Neng Rin-Rin...*



## ABSTRACT

This study investigated repairs in telephone conversation performed by native and non-native speakers of English. The objectives of this study are to find out the patterns of repair, its initiating techniques, and the reasons why repairs are initiated by both native and non-native speakers of English in Ardan radio's interactive English conversation program 'Talk & Talk'.

The study used a descriptive qualitative method and aimed to describe the object of the study; namely the occurrences of repairs in telephone conversation. Subjects of the study include a native and five non-native speakers of English who have involved in the conversations through telephone and at the same time it was being broadcast live from 105,9 FM Ardan Radio Bandung on September 1, 2004.

The findings showed that both native and non-native speakers of English have significantly performed the same patterns of repair. The way they initiate a repair and the reasons why they initiate it have relatively shown the similar result.

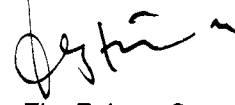
As a conclusion, it was found that *self-initiated, self-repaired* pattern was mostly performed by both native (68.18%) and non-native (70.79%) speakers of English. Both speakers (the NS 51.72%, and the NNSs 48.19%) generally initiated a repair by *repeating parts of the utterance to be repaired*. The most preferred reason why they initiate repairs is because *they* (the NS 43.33%, and the NNSs 46.34%) *faced difficulties in deciding what to say next*.



## STATEMENT

I certify that this study report entitled "**Repairs in Telephone Conversations Performed by Native and Non-Native Speakers of English (A Study on Ardan Radio's Interactive English Conversation Program 'Talk and Talk')**" and submitted in partial fulfillment of the requirements for Sarjana Sastra degree is my own work, except where due references are made in the text, and that it contains no material which has been submitted for the award of any other degree or diploma in any universities or institutions.

Bandung, 2 August 2005



Tiar Rahayu S  
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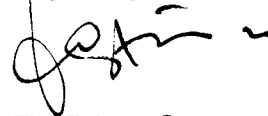
## PREFACE

*Alhamdulillahirobbil'aalamiin*, praise be all to Allah SWT., the God Almighty, finally I could finish this study report entitled **'Repairs in Telephone Conversations Performed by Native and Non-Native Speakers of English (A Study on Ardan Radio's Interactive English Conversation Program 'Talk and Talk')**'. This study report has been written in a fulfillment of the requirements for Sarjana Sastra degree at the English department of FPBS Indonesia University of Education.

The writer realizes that without support and motivation from various parties, this study report could not be completed. For all that, the writer wishes to say thanks and appreciation to all people who have been assisting and supporting in the completion of this report.

The writer is aware of the limitation of this study report. Therefore, the writer would welcome comments and suggestions to have a better writing. Last but not least, hopefully this study report could be of benefit and useful both to the writer and to the readers.

Bandung, 2 August 2005



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Thanks for being my family, you are the best I've ever had!

The Big Family of PAS ITB as my 2<sup>nd</sup> campus, home, and playground.  
However, you've taught me how to know me myself, given me lots of sisters-brothers, parents, partners, lover and hater (ups...!) Sure, I've learnt many things from you.

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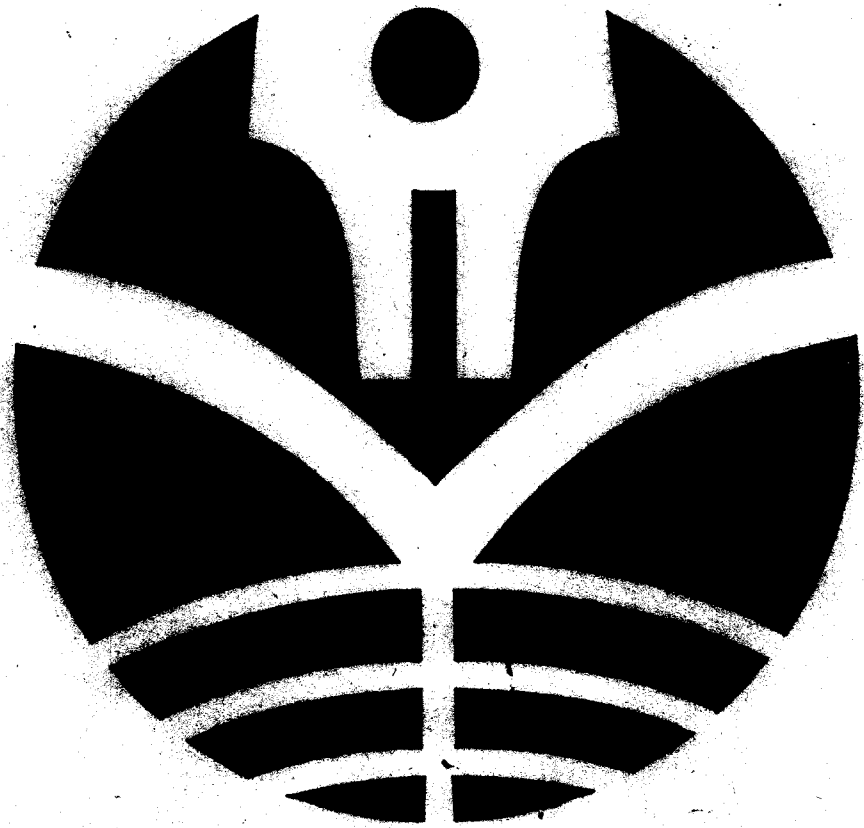
All my classmates in English 2000, all barudaks bimbingan pak Iwa [ILFC];  
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May Allah always bless all of us. *Aamiin.*



## TABLE OF CONTENTS

Abstract.....	i
Statement.....	ii
Preface .....	iii
Acknowledgement.....	iv
Table of Contents.....	v
List of Tables .....	viii
<b>CHAPTER I: INTRODUCTION.....</b>	<b>1</b>
1.1 Background .....	1
1.2 Significance of the Study .....	2
1.3 Formulation of the Problem.....	2
1.4 The Objectives of the Study.....	3
1.5 Research Method .....	3
1.6 Data Collection .....	3
1.6.1 Sources .....	3
1.6.2 Steps .....	4
1.7 Data Analysis .....	4
1.8 Clarification of Main Terms.....	5
1.9 Organization of the Paper.....	6
<b>CHAPTER II: CONVERSATIONAL REPAIRS.....</b>	<b>7</b>
2.1. Conversation .....	7
2.2. The Organization of Conversation .....	7
2.3 Turn-Taking and Turn-Constructional Units .....	9
2.4 Repairs .....	11
2.4.1 General Structure of Repair .....	12
2.4.2 Repair Strategy.....	13

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2.4.3	Patterns of Repair.....	15
2.4.3.1	Self-Initiated, Self-Repaired.....	15
2.4.3.2	Other-Initiated, Self-Repaired.....	16
2.4.3.3	Self-Initiated, Other-Repaired.....	16
2.4.3.4	Other-Initiated, Other-Repair.....	17
2.5	Repair Initiation.....	19
2.5.1	Reasons of Initiating a Repair.....	21
2.5.2	Techniques of Initiating a Repair.....	22
<b>CHAPTER III: RESEARCH METHODOLOGY.....</b>		<b>23</b>
3.1	Formulation of the Problem.....	23
3.2	Method of Research.....	23
3.3	Data Collection.....	24
3.3.1	Sources.....	24
3.3.1.1	Subject.....	24
3.3.1.2	The Radio Program.....	24
3.3.2	Steps.....	25
3.3.2.1	Recording.....	25
3.3.2.2	Transcribing.....	25
3.4	Data Analysis.....	25
3.4.1	Identification of Repairs.....	26
3.4.2	Categorization of Repairs.....	27
<b>CHAPTER IV: FINDINGS AND DISCUSSIONS.....</b>		<b>28</b>
4.1	Pattern of Repairs.....	28
4.1.1	Self-Initiated, Self-Repaired (in the Same-Turn.....	28
4.1.2	Self-Initiated, Self-Repaired in Different Turn.....	31
4.1.3	Other-Initiated, Self-Repaired.....	32
4.1.4	Self-Initiated, Other-Repaired.....	35

4.1.5	Other-Initiated, Other-Repaired.....	39
4.1.6	Occurrences of Patterns of Repair.....	41
4.2	Techniques of Initiating Repairs.....	43
4.2.1	Ask Question.....	43
4.2.2	Repeat Part of the Utterance to be Repaired.....	44
4.2.3	Abruptly Stop Speaking.....	45
4.2.4	Uses Particles, Expressions, or Filler Words.....	46
4.2.5	Occurrences of Techniques of Initiating Repairs.....	47
4.3	Reasons of Initiating Repairs.....	49
4.3.1	Reason 1: The Speaker Realizes He/She has Made a Mistake.....	49
4.3.2	Reason 2: The Speaker Faces Difficulties in Deciding What To Say Next.....	50
4.3.3	Reason 3: Speaker 2 Wishes to Correct a Factual Error Made by Speaker 1.....	50
4.3.4	Reason 4: Speaker 2 Initiates a Repair Because He/She Has Not Understood Speaker 1's Utterances.....	51
4.3.5	Occurrences of Reasons for Initiating Repair.....	51
4.4	Concluding Remarks.....	54
<b>CHAPTER FIVE: CONCLUSIONS AND SUGGESTIONS.....</b>		<b>55</b>
5.1	Conclusions.....	55
5.2	Suggestions.....	56
References		
Appendices		
Dean's Approval		
Curriculum Vitae		

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## LIST OF TABLES

Table 4.1	Distribution of Self-Initiated, Self-Repaired .....	30
Table 4.2	The Occurrence of Self-Initiated, Self-Repaired in Different Turn .....	32
Table 4.3	Distribution of Other-Initiated, Self-Repaired .....	34
Table 4.4	Distribution of Self-Initiated, Other-Repaired .....	38
Table 4.5	Distribution of Other-Initiated, Other-Repaired .....	40
Table 4.6	Distribution of Pattern of Repair Performed by Native Speaker .....	41
Table 4.7	Distribution of Pattern of Repair Performed by the Non-Native Speakers .....	42
Table 4.8	Distribution of Techniques of Initiating Repairs Performed by the Native Speaker .....	47
Table 4.9	Distribution of Techniques of Initiating Repairs Performed by the Non-Native Speakers .....	48
Table 4.10	Distribution of Reasons of Initiating Repairs Performed by Native Speaker .....	52
Table 4.11	Distribution of Reasons of Initiating Repairs Performed by Non-Native Speakers .....	53

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