

CHAPTER I

INTRODUCTION

1.1 Background

Conversation Analysis (CA) has become an observable study since early 60's that is marked by some studies on this issue such as those of E.A.Schegloff, H.Sacks, and G. Jefferson (1977). It deals with the study of the way participants (both speaker and hearer) organize their conversation so that the conversation runs well and both participants share the same understanding. As ever assumed by Have (1997) that CA is intended to explain the share methods speakers use in order to produce and recognize their own and other people's conduct.

CA focuses on how individual in social setting, such as: news interview, family conciliation, health consultation, and court investigation engage in meaningful acts through language and make sense of the world around them. Such phenomena are common to find in our daily life since the world around compels us to interact with other people.

One of the phenomena frequently finds in daily life is telephone conversation. Since conversation is governed by rules, there are some occurrences that appear whenever people establish conversation with others. Thus, these occurrences constitute the organization of conversation. According to Finnegan et al. (1992), the organization of conversation comprises turn-taking and pausing, adjacency pairs, opening sequences, closing sequences, and repairs.

The topic to be examined in this study is conversation through the medium of the telephone. This analysis focuses on repairs occurring in telephone conversations between

Native and Non-Native Speakers of English. In everyday conversation, it is often hard to avoid mistakes in what we say. One often corrects the mistakes by him/her self or by others. To maintain the conversation, repairs may be performed by its participants. As stated by Finnegan et al. (1992: 365), "a repair takes place in conversation when a participant feels the need to correct herself or another speaker, to edit a previous utterance, or simply to restate something."

1.2 Significance of the Study

Telephone conversations in English perhaps do not attract the attention of Non-Native Speakers (NNSs) of English. On the other hand, people may be involved in telephone conversations in daily life. Thus, telephone conversation seems to be one area in which NNSs may have problems. This study is expected to offer some contributions to a deeper understanding of telephone conversations by examining the patterns of repairs performed by both NS and NNSs.

1.3 Formulation of the Problem

The problems of the present study are formulated in the following research questions:

- a. What patterns of repairs are evidenced in English conversations involving Native and Non-Native Speakers (NS & NNSs) of English in Ardan radio's weekly interactive English conversation program 'Talk & Talk'?
- b. What techniques are used by both speakers in initiating the repairs?
- c. What are the reasons for performing the repairs?

1.4 The Objectives of the Study

The aims of the study are to identify, analyze, and describe the pattern of repairs that occur in the weekly interactive English conversation program 'Talk & Talk' broadcast by Ardan radio in Bandung. Besides, the more detailed objectives of this study attempt to examine:

- a. patterns of repairs evidenced in English conversations involving Native and Non-Native Speakers (NS & NNSs) of English in Ardan radio's weekly interactive English conversation program 'Talk & Talk',
- b. techniques used by both speakers in initiating the repairs, and
- c. the reasons for performing the repairs.

1.5 Research Method

This study is descriptive in nature. By using a descriptive method, the present study is intended to describe the objective of the study as mentioned in the last section. According to Ary (1979 in Fakhruddin 2002:5), "descriptive method is intended to obtain the current status and phenomena, and directed toward determining the nature of situation as it exists at the time of the study." Thus, this present study investigates repairs in telephone conversation between native and non-native speakers of English within this research framework.

1.6 Data Collection

1.6.1 Source

The study focuses on a weekly interactive English conversation program of Ardan Radio 105,9 FM Bandung, i.e. 'Talk & Talk'. This program is broadcast every Wednesday at 08:00 p.m. to 09:00 p.m. The conversation is performed through the medium of telephone.

The subjects of the study are a native speaker and five non-native speakers of English. The native speaker is from USA and is one of the hosts of 'Talk & Talk' Ardan Radio. The non-native speakers are Indonesian, one of them is the NS's co-host in 'Talk & Talk' and the rest are audiences of this program.

1.6.2 Steps of Collecting Data

Data collection is conducted in several steps. First, the radio program was tape-recorded. The program was broadcast every Wednesday at 08:00 p.m. to 09:00 p.m. The writer decided to take the program broadcast on September 1, 2004 since its data are considered sufficient to show the phenomena of repairs which are needed in this study. At last, the recorded data were transcribed for further analysis.

1.7 Data Analysis

The written transcription is the basis for the identification of repairs. Each turn of the conversation was examined and compared against the recorded data to ensure that both data resemble each other.

The categorization of repairs patterns, repairs initiation techniques, and reasons for initiating repairs were made based on Finnegan's (1992) theory. According this theory,

there are four possibilities of repairs: repairs that are self-initiated and self-repaired; repairs that are other-initiated and self-repaired; repairs that are self-initiated and other-repaired; and repairs that are other-initiated and other-repaired. To initiate a repair we may ask a question; repeat part of the utterance to be repaired; abruptly stop speaking; or use particles and expressions such as *uh*, *I mean*, or *that is*. Meanwhile, repairs may be initiated since the speaker realizes she has made a mistake, the speaker cannot think of the correct word, Speaker 2 wishes to correct a factual error made by Speaker 1, and Speaker 2 initiates a repair because he has not heard or understood Speaker 1's utterance.

Although this research is largely qualitative, some quantification was involved. After the data were categorized, the frequency of the use of each category of repair was counted and presented in percentage. The percentage was based on the following formula suggested by Hacth and Farhady (1982 in Suprihatin 2004:38).

$$P = \frac{f}{n} \times 100\%$$

P = percentage

f = frequency of phenomenon

n = total of phenomena

1.8 Clarification of Main Terms

This section clarifies key terms used in the present study in order to avoid any misinterpretation which may occur. The terms are repair, telephone conversation, and native speaker.

Finnegan argues "a *repair* takes place in conversation when a participant feels the need to correct herself or another speaker, to edit a previous utterance or simply to restate something." (1992:365)

Telephone Conversation is a highly skilled activity in which two or more people take turns at speaking, each turn adding or reacting to what has been said, and done, during previous turns through the medium of telephone. (see McManis, et al., 1998)

Native speakers of English are people whose first language is English. They learned English when they were children. They think in English. They use it naturally. Usually native speakers of English are people from English-speaking countries like the USA, Great Britain, Australia, Canada, Ireland, etc. (Anonymous. 2005)

1.9 Organization of the Paper

The present study is presented in several chapters. Chapter one introduces the present study. Chapter two provides the review of literature that is relevant to the present study. Chapter three explains the procedures and stages of the study employed by the writer. Chapter four presents the findings and discussions of the study. In chapter five, some conclusions and suggestions are presented.
