CHAPTER II LITERATURE REVIEW

This chapter discusses about the basic concept of discourse analysis, conversational analysis, turn-taking, and adjacency pairs.

2.1 Discourse analysis

In the study of language, some of the most interesting observations are made, not in terms of the components of language, but in terms of the way language is used. For further investigation how we make sense of what we read, how we can recognize well-constructed texts as opposed to those that are jumbled or incoherent, how we understand speakers who communicate more than they say, and how we successfully take part in that complex activity called conversation, we are undertaking what is known as discourse analysis (Yule, 2006, p. 141).

Yule (2006, p. 142) states "The word "discourse" is usually defined as "language beyond the sentence" and so the analysis of discourse is typically concerned with the study of language in texts and conversation." So, discourse analysis discusses about language either in form of text or talk beyond word, clause, phrase, and sentence that is used for successful communication. According to Paltridge (2006, p. 1) "discourse analysis is an approach to the analysis of language that looks at pattern of language across the text as well as social and cultural context that in which the text occur." From some statements above, we know that discourse analysis is a study of language in form written and spoken language beyond the sentence which has relationship to social and cultural context in way of speaking and writing occur.

2.2 Conversational analysis

In discussion of discourse analysis, it is divided into text (written discourse) and talk (spoken discourse). Conversational analysis is include spoken discourse which discusses about the way language used in conversational interaction. In interacting to someone, people need to organize and manage their daily conversation. In simple term, conversation can be described as an activity in which for the most part, two or more people take turn at speaking. Typically, only one person speaks at a time and tends to avoid of silence between speaking turn (Yule, 2006, p. 145). In this case, conversational analysis is used as a guidance that aims to understand how people manage their interaction. It is not how people arrange the form of sentence or utterance itself but the way how the people manage and organize the conversation in interaction to others.

Partridge (2006, p. 107) states that conversational analysis is an approach to the analysis of spoken discourse that looks at the way in which people manage their everyday conversational interaction. The conversation is includes of speaker's utterance from one speaker to another which exchange in taking turn of speaking where one speaker takes turn to speak and the other to be listener. It shifts and recurs in particular time the conversation occur. To manage the process of conversation, in this case, we need conversational analysis.

2.3 Turn-taking

The basic role in conversation is that one person speaks at a time, after which they may nominate another speakers, or another speakers may take up the turn without being nominated (Paltridge, 2006, p. 113). So that turn taking can be considered to be one of a number of communication mechanism, such as operating in face-to-face interaction.

Lecturer:	OK, let's move on, = Tadashi: and (.) Wong Young
	can you.
Lecturer:	the last, (.) eleven,
	(0.6)
	What is profession. (0.3) what distinguish
	profession from trade, (0.2)
	What does it mean to be a professional? (0.4) does
	being pro-professional affect the way you dress ()
	speak behave toward others at work?
Wong:	Uh:o[(so:)] o
Young:	
Lecturer:	[comm]ent

As the conversation requires speaker to take turns, and it should be managed in particular way. At the given moment, the turn that is in progress will typically belong to a single speaker (one speaker speak at a time). Coulthard (1985, p. 59) states that there is an underlying rule in American English conversation-at least and not more than one party talk at a time. Participants in conversation will not usually all talk at once, and conversely will not usually be stretches of time in which no one talks at all. In this case, it does not mean that simultaneous speech and silence never occur in conversation. They may occur and in this case it will be treated by participants as problems need to be repaired – in other words, as something other than the normal and desirable state of affairs. In this case of simultaneous speech, what typically happens is that one speaker wins floor while the others fall silent (Cameron, 2001, p. 89).

Turn-taking system provides a basic framework for the organization of talk-in-interaction, since it allows for the floor to be alternated systemically between speakers – in other words, for participants to interact rather than simply acting individually in an uncoordinated manner (Cameron, 2001, p. 94).

2.4 Adjacency pairs

In people's interaction, the conversation occur between them in relation on the topic raised in which the talk produced by the next speaker has a connection to the prior speaker's talk such as talk in form of "question" by the prior speaker requires an "answer" which is expected in next speaker's utterance. The result of the relationship in both of talk is paired utterance.

The paired utterance in some simplest, kind of interchange in talkin-interaction, such as pairs consisting of question-answer or offeracceptance, by Radfard (2009, p. 401) is considered as *adjacency pairs*. Going together with this, Fasold (2006, p. 182) argues that adjacency pairs is the relationship between two utterance in discourse which a two-part sequence in which the first part sets up a strong expectation that a particular second part will be provided. This expectation is so strong that part constrains the interpretation of the second part.

Another opinion by Paltridge (2006, p. 115) is that *Adjacency pairs* are utterances produced by *two* successive speakers in a way that the second utterance is identified as related to the first one and expected to *follow-up* to it. An ordered pair of adjacent utterances spoken by two different speakers, once the first utterance is spoken, the second is required. By those of definition, it is clear that adjacency pairs are the paired utterances produced by two or more people that occurs in interaction. The following conversation is the example from a telephone call that illustrate speakers using adjacency pairs:

R:	Hel	lo
	1101	10

- C: Hello Bob. This is Laurie. How's everything.
- R: Pretty good. How 'bout you.
- C: Just fine.

In each of the pairs of utterance in this interaction the first speaker stop speaking and allows the second speaker to produce the expected second part to their pair of the utterance.

2.4.1. Feature of adjacency pair and their rule of operation

Levinson (1983, p. 303) proposes the most elementary features of adjacency pairs with their rule of operation of adjacency pair. In its minimal basic form of adjacency pair is characterized by certain features.

Adjacency pair are sequence of two utterances that are:

- i. Adjacent: that is, one after the other
- ii. Produced by different speakers
- iii. Ordered as a first speaker (FPPs, or Fs for short) and a second speaker (SPPs, or Ss for short).
- iv. Pair-typed: Adjacency pairs compose pair *types* which are exchanges such as greeting–greeting, question–answer and the like. To compose an adjacency pair, the FPP and SPP come from the same pair type.

The rule of operation that manages the use of adjacency pairs, namely: if a current speaker has produced a first part of some pair of its first possible completion, s/he must stop speaking, and the next speaker must produce a second part to the same pair (Levinson, 1983, p. 304). The product of this practice and these features may be represented schematically in a very simple transcript diagram:

- a. First pair part
- b. Second pair part

Levinson (1983, p. 303) notes that adjacency pair are deeply interrelated with the turn-taking system as techniques for selecting a next speaker (especially where an address term is included or content of the first utterance of the pair clearly isolates a relevant next speaker).

No.	First pair part	Second pair part
1	Greeting	Greeting
2	Summons	Answer
3	Apology	Minimization
4	Question	Answer
5	Request	Acceptance/refusal
6	Offer	Acceptance/refusal
7	Blame	Admission/denial
8	Invitation	Acceptance/refusal
9	Assessment	Agreement/disagreement
10	Command	Compliance/incompliance
11	Suggestion	Acceptance/refusal
12	Assertion	Agreement/disagreement
13	Announcement	Acknowledge

Table.2.3.4. Type of adjacency pairs.

These types are compiled from many source stated by Levinson, Coulthard, and Schegloff in their books and it is possible if there are still other types of adjacency pairs.

2.4.2. Preference organization

The basic rule for the adjacency pairs, then, is when a current speaker have produced a first pair part they should stop talking and allows the next speaker to produce a second pair part. The next speaker has freedom in responding to some first pair part. As Levinson (1983, p. 332) said that alternative second pair parts of adjacency pairs are not generally equal status; rather some second turns are *preferred* and others *dispreferred*. We can understand that the next speaker in producing some second pair parts may be either *preferred* or *dispreferred*. It is to be freedom of the second speaker to respond the first part utterance. Naturally the conversation produced by two or more people is related to each other such as *question* followed by *answer* and the respond (answer) of second part may be expected answer (preferred) or unexpected answer (dispreferred).

 Table. 2.4.2. Common adjacency pairs and typical preferred and

 dispreferred second pair parts

	No.	First pair parts	Second pair parts		
6	INO.	First pair parts	Preferred	Dispreferred	
	1	Request	Acceptance	Refusal	
	2	Offer/invitation	Acceptance	Refusal	
	3	Assessment	Agreement	Disagreement	
	4	Question	Expected answer	Unexpected answer	
				or non- answer	
	5	Blame	Denial	Admission	
	6	Assertion	Agreement	Disagreement	
	7	Suggestion	Acceptance	Denial	
	8 Command		Compliance	Incompliance	

As we saw, some first pair parts allowed for alternative second that some options are preferred and dispreferred – a distinction which may have a psychological basic and explanation but also has linguistic realizations; preferred second are unmarked – they occur as structurally simpler turns; in contrast dispreferred seconds are marked by various kinds of structural complexity. As Levinson (1983, p. 332) said that the notion of preference is not intended as a psychological claim about speaker's or hearer's desires, but as a label for a structural phenomenon very close to the linguistic concept of markedness.

Levinson (1983, p. 334) observes that dispreferred seconds are distinguished by incorporating a substantial number of the following features:

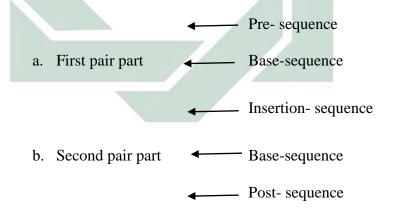
- a. *Delay*: (i) by pause before delivery; (ii) by the use of preface;
 (iii) by displacement over a number of turn via *repair initiators* or insertion sequences.
- b. *Preface*: (i) the use of markers of announcers of dispreferred like *Uh* and *Well*; (ii) the production of token agreements before disagreements; (iii) the use of appreciation if relevant (for offers, invitation, suggestion, advice); (iv) the use of apology if relevant (for question, invitation, etc.); (v) the use of qualifiers (e.g. *I don't know for sure, but....*); (vi) hesitation in various form, including self-editing.
- c. *Declination component*; of a form suited to the nature of the first part of the pair, but characteristically indirect or mitigated.

The following is the example of the feature of dispreferred second pair part in conversation considering the following pair of invitations and their responses as shown below:

A:	why don't you come up and see me some [time]
B:	[I would like to]
C:	Uh if you'd care to come and visit a little while this
	morning I'll give you a cup of coffee

D: Hehh Well that's awfully sweet of you (DELAY) (MARKER) (APPRECIATIO) I don't think I can make it this morning (REFUSAL OF DECLINATION) hh uhm I'm running an and ad in the paper and uh I have to stay near the phone (ACCOUNT)

There are many sequences involve the expansion of the basic unit other than to be presented in talk-in-interaction of the sequence fully constituted by a single, basic, minimal adjacency pair. These expansions may occur in three possible places which a two-turn unit permits: before the first pair part, in what we will call pre-expansion (sequence); between the first and the projected second pair part, in what we will call insertionexpansion; and after the second pair part, in what we will call postexpansion (Schegloff, 2006, p. 26). Those sequences are schematically shown as diagram below:



2.4.3. Pre-sequence

Levinson (1983, p. 345) states that the term pre-sequence is used, with systematic ambiguity, to refer both to a certain kind of turn and certain kind of sequence containing that type of turn. As having been explained above, the sequence that occurs before the first pair part is called as presequence. There is a sequence created by first speaker and second speaker in two or more turns to make a conversation. This sequence occurs before the first pair part. The first place at which a two-part unit can be expanded is before its first part. Schegloff (2006, p. 28) said that all pre-expansion virtually are themselves constructed of adjacency pairs therefore they will regularly refer to them as "pre-sequence". They are themselves sequence, and they come before sequence – they are recognizably "pre-," that is primary to something else which are preliminary to is quite specific: it is a first pair part of a particular pair type – an invitation, an offer, a request, an announcement. It mean that the utterance produced by first part before the base sequence and the respond of second part addressed to this utterance is typically called as pre-sequence.

The first pair type above, in pre-sequence is called type-specific sequence. For the example. Pre-invitations, pre-offers, and the like. These *Pre-sequences* and what they are pre-expansions of, is the specified *base sequence* – the base adjacency pair, with its base FPP and base SPP.

The following conversation is the example of pre-sequence spoken by Clara and Nelson:

Cla:		Hello
Nel:		Hi.
Cla:		Hi.
Nel:	Fpre	Whatcha doin'.
Cla:	Spre	Not much.
Nel:	F_b	Y'wanna drink?
	Nel: Cla: Nel: Cla:	Nel: Cla: Nel: F _{pre} Cla: S _{pre}

7	Cla:	$\mathbf{S}_{\mathbf{b}}$	Yeah.
8	Nel:		Okay.

Nelson's question at line 4 is one form which pre-invitation commonly take, and in this position – that is, after the (here minimal) opening section of the conversation. Clara's response exemplifies a go-ahead response to a pre-invitation, and Nelson does indeed go ahead (at line 6) to issue the invitation which his pre-sequence had foreshadowed, and Clara does the acceptance (line 7) which her response to the pre-invitation had foreshadowed.

2.4.4. Insertion sequence

Paltridge (2006, p. 118) argues that insertion sequence is that where one adjacency pair comes between the first pair and the second pair part of another adjacency pair. Besides, Levinson (1983, p. 305) said that insertion sequence is effectively structure considerable stretches of conversation. Operating over just two turns – namely adjacency pair organization – can by means of the accumulation of first pair parts project a large sequence of expectable seconds.

Insert expansions, like pre-expansions, are themselves constructed out of adjacency pairs and take the form of insert sequences. As the "pre-" in "pre-sequences" registers their placement before a first pair part, so does the "insert" in "insert sequences" register their positioning between the parts of the base adjacency pair – after the base first pair part and before the base second pair part (Schegloff, 2006, p. 97). Insertion-sequence is used by the participant to expand the conversation and it occurs between the first of the base sequence and the second one. Both elements are indispensable to what is meant by insert expansion: a) position between a first pair part and a projected second pair part, and b) that the insert expansion is initiated by the *recipient* of the preceding first pair part.

A:	Fb May I have a bottle of Mich?	((Q1))
B:	Fins Are you twenty one?	((Q2))
A:	Sins No	((A2))
B:	Sb No	((A2))

Q1 labels the first question, A1 its answer, Fb labels the first part base, Fins labels the first part insertion, and so on. The conversation above is a question-answer pair that is embedded within another. The question of the first part and its answer of second part are separated by another question-answer which is called insertion sequence.

2.5 Related Studies

Going together with this study, the researcher found some researches or projects that nearly similar but different in focus and certainly different in data research. They are inserted, intentionally, by the purpose to become guidance or mirror in writing this project especially and generally as the comparison for current research. One of them is *Analysis of Adjacency Pairs and Speech Acts of Praise in Facebook.* It is written by Vidi Irawan Wijaya (Wijaya, 2013) from Binus University 2013 who focuses his research on praises and responses happening in Facebook. The data is analyzed using pragmatics approach on adjacency pairs and speech acts. There are three goals to accomplish through the research. First is to find structures and functions of the praises. Second is to reveal types and functions of the responses. Third is to figure out the relations between praises and responses. This research results three conclusions. First, there are 11 types of praise statements in adjective, 6 types in verb, and 2 types in adverb. Second, there are 17 types of responses in confirmation, 5 types in denial, 3 types in hesitation, and 1 type in inquiry. Last, there are 27 correct pairs, 3 incorrect pairs, 20 preferred acts, 9 dispreferred acts, and 1 uncategorized act. According to the research, people tend to use adjectives most in praises, confirmations most in responses, and correct pairs and preferred acts in the pairs.

Here also found the research about *Conversation Analysis of Interview between presenter Oprah Winfrey and facebook founder Mark Zukerberg.* It is written by Putra Gigih Pamungkas (Pamungkas, 2012)from Dian Nuswantoro University in 2012. The study focuses on 4 aspects of conversation those are adjacency pairs, topic management, preference organization and turn – taking. From the research, it was founded that there were 8 adjacency pairs that consisted of 1 pair of question – answer, 2 pairs of assessment – agreement, 2 opinions provide – comment, and 3 opinions provide – clarification. 3 topics were found in the conversation, all topics were initiated by the Oprah Winfrey and Mark Zuckerberg only follows. Then, there are also 8 preference organizations founded and consists of: Question - Answer 1 pair, Assessment - Agreement 2, Opinion Provide – Comment 2, Opinion Provide – Clarification 3 pairs. 18 turns were taken by speakers in the conversation, and each speaker took 9 turns.

The last research is about "A Sociolinguistic Analysis of Adjacency Pairs in the classroom scenes of Freedom writers the Movie" which is written by Ryang Adisty Farahsita from Yogyakarta State University. This research aims at describing (1) the types of the dispreferred social act of adjacency pairs, (2) the ways of doing dispreferred social act, and (3) the social factors influencing the emergence of the dispreferred social act that emerge in the second part of adjacency pairs found in the classroom scenes of Freedom Writers the movie. The result are found seven types of adjacency pairs containing dispreferred second turns in the classroom scenes of the movie Freedom Writers: (1) command-rejection, (2) assessment-disagreement, (3) question-dispreferred answer, (4) requestrefusal, (5) assessment-dispreferred agreement, (6) offer-rejection, and (7) complaint-denial, and there are nine ways of doing dispreferred second turns of adjacency pairs found namely: (1) *delaying/hesitating*, (2) *prefacing*, (3) taking yes, (4) appealing for understanding, (5) making it non-personal, (6) giving an account, (7) hedging the negative, (8) ignoring and (9) changing the topic.

From those researches having explained above, it is clearly that this research is different from them. What makes it different are: the first is the data itself absolutely different, this research used *Knight and day* movie while those three researches above, the first used Facebook, the second used Interview, and the last used the classroom scenes of Freedom writers the Movie; the second difference is theory focus, even though all those researches are in field of adjacency pair but the focus is different in where this research focused only on the type of adjacency pairs and dispreferred second part while the other focused on pragmatic approach on adjacency pair and speech acts, and the second focused on 4 aspects of conversation those are adjacency pairs, topic management, preference organization and turn – taking, and the last focused on the types and the ways of doing dispreferred social act of adjacency pairs, and social factors influencing its emergence.