

**CONVERSATION REPAIR IN SELECTED EPISODES OF BRITISH  
LATE-NIGHT SHOW “*GRAHAM NORTON SHOW*”  
(CONVERSATION ANALYSIS)**

**THESIS**

**Submitted as Partial Fulfillment of the Requirements for Bachelor Degree of English  
Department Faculty of Arts and Humanities,  
Sunan Ampel State Islamic University**



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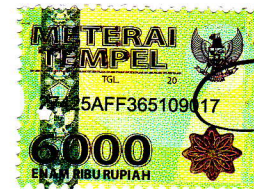
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LATE-NIGHT SHOW "GRAHAM NORTON SHOW"  
(CONVERSATION ANALYSIS)**

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may occur. This matter leads linguists interest in observing conversation over decades. The study concerning conversation thus called Conversation Analysis.

Conversation Analysis (CA) studies the methods of participants orient to when they organize social action through talk. It investigates the rules and practice of conversation and studies them by analyzing real-life recording interaction (Mazeland, 2006). According to Maynard (2013: 2), conversation analysis is the study of talk as a medium for people to perform an action. Any kind of action and reaction of participants in a conversation become the concern in this field of study.

The scope of conversation analysis includes turn-taking, adjacency pair, preference organization, sequence organization, and repair (Liddicoat, 2007). However, the main interest of this current study is on repair phenomena. Repair is one of the common features of spoken discourse which is resulted from the participants' recognition of faulty (Rabab'ah, 2013). Conversation repair is an organized set of practices through which participants in the conversation can deal with and potentially tackle problems of speaking, hearing, and understanding (Sidnell, 2010: 110).

Repair is interesting to discuss since in spoken interaction people have great opportunities to create a problem in talk regarding its spontaneity. The problem may deal with the speaking, hearing, and understanding of conversation or with linguistic problems such as pronunciation, vocabulary,

and syntax (Schegloff *et al.*, 1977). In addition, Chaika (1982) cited in Rheisa (2014) stated that people tend to use a wrong style in an occasion of conversation, then, the interlocutor(s) – the people were talking to – will repair the error.

Repair has been extensively studied over decades. Zhang (1998) analyzes conversation repair in Chinese conversation. The research focuses on studying repair organization talk-in-interaction conducted by Chinese. In conducting the research, Zhang adopted the theory of Schegloff, Jefferson, and Sacks since their 1977 work and attempted to be employed in Mandarin Chinese conversation as her data. The data used for this study were including 13 hours of recording of calls to radio programs, 2.5 hours of face-to-face conversations and a few telephone calls between friends. The finding suggests that the repair organization of Mandarin Chinese conversation is generally comparable with American English conversation in term of the techniques and positions of the repair initiation and the trajectory from repair initiation to repair outcome.

Another analysis of conversational repair was conducted by Hidayah (2015) in *The Magic of Belle Isle* movie manuscript. The study aims to identify types of repair and to describe the function of repair in *The Magic of Belle Isle* movie. The researcher adopts Brian Paltridge theory in classifying the types and defines the function of repair by pragmatic context. The data used were the dialogue of all characters in *The Magic of Belle Isle* movie

which contain repair phenomena. The results of the study cover two kinds of repair, self-repair, and other repair, and several functions based on pragmatic contexts such as to replace, clarify, ask, require, replay, explain, and convince.

Yang (2005) also investigates repair structure in web-based conversation. The research aims to examine types of repair proposed by Schegloff *et al* (1997) and to find special features of repair organisation on web-based conversation. The data was collected from written interaction of Web-based discussion boards from teacher education courses. The results show that there are six possible structures for repair in Web-based conversation; four possible structures for successful repair and the rest for the failure of repair. In addition, this study finds six special features of repair organization in Web-based conversation: other-initiation and other-repair one after another, self-initiation and self-repair in more than one turn, repair initiation with no responses, and duplicate posting.

However, some of previous studies reviewed above just concentrated on identifying the types of repair as well as the patterns of repair completion. Besides that, the previous studies ignored the exact position where the repair phenomena occur in conversation. By identifying the position of repair, it means knowing the precise position in which turn repair phenomena appear in conversation. Besides, those studies focus on examining repair phenomena in diverse conversation interaction such as radio and telephone calls

conversation, movie, and web-based communication or written interaction. Nevertheless, this current study employs talk show as the object of study considered its spontaneity of talk performed by its participants.

Talk show is a television program that serves a fresh talk which is anchored by a host or team of hosts to direct, guide and set the limit of the talk being discussed on air (Timberg, 2002). Fresh talk as defined by Erving Goffman in Timberg (2002) refers to the talk that emerges to produce word by word in a spontaneous way. Considering its spontaneity and natural conversation, talk show is considered appropriate to be object in applied Conversation Analysis. Several previous studies employed talk show as an object in analyzing repair organization as follow.

Rheisa (2014) investigates conversation repair on *The Oprah Winfrey Show*. The objectives of the study are to investigate and explain types and patterns of repair uttered by participants in the talk show. The participants of talk shows were comprised of Oprah as host and Michael Jackson as the guest star. The talk show runs for 90 minutes. Self-initiated self-repair is employed most often by the participant in the talk show. It is plausible because the participants tend to both create and repair the conversation by her/himself. The second position is other-initiated self-repair since it occurs as the response of mishearing, non-hearing, or misunderstanding experienced by an interlocutor. In addition, reorganization is the highest rank pattern employed



by the participants in talk show since they tend to deliver long explanation lacking of proper arrangement.

Another research which employed talk show as its object was conducted by Rahayu (2016). The objectives of the research are to identify types of repair used by Basuki Tjahaja Purnama in *Mata Najwa* and *Hitam Putih Talkshow* and to see whether or not Ahok uses the same strategies in those talk shows. The finding shows that there are only three types of repair occur in conversation: self-initiated self-repair, self-initiated other-repair, and other initiated self-repair. The research also reveals that Ahok exhibits different types of repair strategies to maintain his conversational interaction with the hosts in the two talk shows.

In this research, the researcher investigates conversation repair performed by participants in selected episodes of *Graham Norton Show*. *Graham Norton Show* is a British late-night show which is guided by outstanding British host, Graham Norton. *Graham Norton Show* is set informally and casually by inserting simple humor conveyed by the host as well the participants involved in the talk show. Due to its casualty, participants in *Graham Norton Show* have the great chance to experience some troubles during engaging in the talk. It can be caused by interrupting by other participants, mishearing, unhearing, and misunderstanding of certain utterances or other factors. Commonly, the participants will fix their













The term of conversation analysis has been applied to describe a broad change of disciplinary perspectives including pragmatics, speech act theory, interactional sociolinguistics, ethnomethodology, the ethnography of communication, variation analysis, communication theory and social psychology (Markee, 2000).

Conversation analysis is an approach to study conversation in interaction which emerged based on the ethnomethodological sociology tradition developed by Harold Garfinkel (Liddicoat, 2007). Sociology field concerns in the common sense resource, practice, and procedure in which members of society create and recognize objects, events, and social actions. Sociology field also proposes that social organization can only be recognized by scrutinizing actual occurrence of social interaction.

Furthermore, Erving Goffman developed the study by emphasizing on actual instance of social interaction. He put great attention to the essentials of studying ordinary instance of talk. He argued that the study of talk is not only focused on linguistic description of language, but also on system of conventions and structures which are not principally linguistics in nature (Liddicoat, 2007).

By the late 1960s and early 1970s, through the study of Garfinkel and Goffman, Harvey Sacks and his colleagues, Emmanuel A. Schegloff and Gail Jefferson, developed conversation analysis as an approach to investigate social action through the practice of everyday talk (Wooffitt, 2005: 5). Since, conversation analysis began to disaffiliate from a subdiscipline of sociology



next speaker directly starts to talk as the reaction and signal for current speakers to finish his or her talk (Heldner & Edlund, 2010).

Sack *et al* (1974) had explained the system of turn-taking organization. They proposed three possibilities of organization in turn-taking system. Firstly, current speaker's "self-select" and keep talking. It implies that the current speaker does not give a chance for other participants of a conversation to talk. Secondly, the current speaker elects the next speaker, and thirdly, the current speaker picks another speaker instead of selecting the next speaker. This case probably occurs in conversation at least consist of three participants (Ghilzai, 2015).

### **2.2.2 Adjacency pairs**

A conversation is built by many turns as paired utterances which furthermore are known as adjacency pairs. The definition of adjacency pairs has determined by Schegloff and Sacks (1973) as the basic unit in which sequences in a conversation are constructed. Adjacency pairs have a number of basic features: (1) consisting of two turns (2) involving different speakers (3) placed next to each other (4) order (5) distinguished into pair types (Liddicoat, 2007:106).

In conversation, some types of talk may signalize to the respond or next talk. Those forms of talk which signalize the next talk further called as first pair parts (FPP), while the next talks or response of the signal called second pair parts (SPP). Second pair parts have several types such as greeting, farewell, terminal exchange and counter. The first three forms

frequently have identical actual utterances as its FPP at least on lexical composition. In contrast, the latter one has a little bit different concept. Counter means uttering the same FPP or may with some modification and completion before or without responding with an SPP and redirecting to the one who utters (Schegloff, 2007).

Moreover, Chaika (1982) cited in Rheisa (2014) provides some forms of adjacency pairs such as question-answer, complaint-excuse, apology, or denial, request/command- acceptance or rejection, compliment-acknowledgment.

### **2.2.3 Preference organization**

Still, preference organization relates to the discussion of adjacency pairs. Adjacency pairs are composed by first pair part or first speaker's talk and second pair part or second speaker's response to the talk. For instance, preference refers to utterances stated by second speakers as their response to their counterpart in conversation (Yule, 1996:79). Thus, the focus of preference organization is second speaker's utterances only.

Levinson (1983) cited in Reisha (2014) divided second pair part into preferred and dispreferred utterances. He also proposed the general form of preferred and dispreferred formula as follow:





Cutting (2002) via Rheisa (2014) divides sequence organization into four-point discussions. They are pre-sequences, insertion sequences, opening, and closing sequences. Starting from the first discussion, pre-sequences are designed by the first speaker to avoid rejection from second speakers or to put more interactionally by eluding rejection statement appears in a conversation (Schegloff, 2007). He also proposed a few of pre-sequence sorts as follow:

1. Pre- invitation: to provide an opportunity for invitation-recipients to indicate whether they have an obstruction to accept the invitation.
2. Pre-offer: rather similar to the previous one, but then it may differ in social context. Pre-offer is the instrument to assess whether the offer will be welcomed or not by the offer-recipient.
3. Pre-announcement: term of announcement refers to news or information. Pre-announcements are designed to avoid informing news or information that has been known by the recipients before (Terasaki, 2004).

The next discussion is about insertion sequences. Schegloff (2007) explained that the position of insertion sequences are between base of adjacency pair, exactly after the base of first pair parts and before second pair parts. In addition, Rheisa (2014) stated that insertion sequences may be in form of greeting, ordering, asking question, and requesting for information.

The rest types of sequences organization are opening and closing organization. A conversation has structure including opening and closing. The opening of conversation aims to begin the talk. It tends to contain a greeting, an inquiry of health, and past references. While the closing objectives to end the conversation. Liddicoat (2007) suggested that in a closing structure, it is preferable to begin with pre-closing before going to direct farewell. Pre-closing sequences may include announcing the closure, making arrangement, formulating summaries and appreciating.

### **2.2.5 Repair**

The term of repair is relevant to all level of conversation analysis from turn taking to the sequence organization. Conversation repair is an organized sets of practices through which participants of the conversation are able to deal with and potentially to tackle problems of speaking, hearing, and understanding (Sidnell, 2010:110). Repair is a broader concept rather than simple correction of troubles in conversation by replacing incorrect form to the correct one (Khodadady&Alifathabadi, 2012). In addition, According to Schegloff et al (1997:723), repair mechanism is designed to deal with turn taking errors and violations.

According to Schegloff (1997), repair is a sequence phenomenon that involves repair segments. The process of repair comprises repair-initiation and repair outcome. Repair-initiation has a role as a signal to indicate problems that appear in a preceding talk and cause delays to the next action (Kohler, 2007). Repair-initiation refers to trouble source. Trouble source, as

noted by Liddicoat (2007), refers to things or errors that need to be repaired. Levinson in Rheisa (2014) distinguishes repair-initiation between self-initiation and other-initiation and both have a different way to achieve repair-initiation. Self-initiation may use glottal stops, lengthened vowels, and long ə /schwa/. Meanwhile, other initiation may express the trouble source by some expression like ‘What?’, ‘Huh?’ , ‘Pardon’ and other question-problematic expressions and utterances.

Besides, repair-outcome as the next segment of repair process refers to an error that has been solved by participants in conversation (Kohler, 2007). Kohler (2007) also differentiates this term into two kinds, self-repair, and other-repair. In self-repair, the speakers repair errors they create by themselves in conversation. It can be attained by replacing a word, adding new element, and changing the syntactic structure. In contrast, other-repair, the trouble is tackled by other participants of the conversation. Yet, other-repair is much rarer than self-repair.

To sum up, based on the explanation above, some experts and researchers make a distinction between self and other in both repair-initiation and repair outcome. Those basic components can be used as a parameter to define types of repair. By combining those components, therefore, there are four types of repair: self-initiated self-repair, other-initiated self-repair, self-initiated other-repair, and other-initiated other-repair (Schegloff *et al* (1977).



























- e. It can be presented in some strategies such as interviewing, narrating, debating, gaming and confessing.
- f. The program is not part of prime-time broadcasting. Thus, it is considered an inexpensive program to produce.
- g. The program can be either live broadcasting or recording with insignificant editing.

#### **2.4 *The Graham Norton Show***

Most of talk show programs are recognized by host's name in the title as an indication how important the host based on his/her history in talk show programs (Timberg;2002). *The Graham Norton Show* is one of television talk show that utilizes its host's name as the title. *The Graham Norton Show* is a British comedy talk show broadcasted on BBC One in the United Kingdom. The talk show is hosted by Graham William Walker thus well-known as Graham Norton. Graham Norton is one of UK's most popular television personalities (bbcamerica.com). He is an Irish television and radio presenter, DJ, comedian, actor, and writer.

Historically, *The Graham Norton Show* was initially broadcasted on BBC Two since February 22, 2007. During aired in BBC Two, *The Graham Norton Show* has broadcasted six series which comprised around 12-19 episodes of each series. Subsequently, the seventh series was continually aired in BBC One on December 30, 2009. As of October 12, 2018, *The Graham Norton Show* has aired 372 episodes.







## 3.2 Data Collection

### 3.2.1 Data and Data Source

The data of this study were in the form of utterances which contain repair phenomena uttered by participants in selected episodes of *The Graham Norton Show*. It is in line with Creswell (2009) who states that the collected data of qualitative research involve sentences, utterances, and images. From those data, each datum consists of trouble source and repair segments. The researcher obtained the data from the transcript of conversation among participants in selected episodes *The Graham Norton Show*.

The source of data in this present study was taken from video of *The Graham Norton Show*. The videos are selected episodes of *The Graham Norton Show* which gained most-watched videos on its youtube channel. The video of the talk show comprised of about 40 minutes including opening, introduction of guest stars, conversation or chatting time, and closing. The videos of talk show were obtained from *The Graham Norton Show* official youtube channel.

### 3.2.2 Research Instrument

Recalling that this current study employed a qualitative method, the main and primary instrument of this study was the researcher herself. As stated by Creswell (2009:175), the key instrument of qualitative research is the researcher him/herself. In qualitative research, the researcher is the one

































































*Graham Norton Show* is his first time for coming in British late-night show. Nevertheless, he has had other kinds of British talk show such as breakfast show previously.

## 4.2 Discussion

In this present research, the researcher analyzes conversation repair in selected episodes of *Graham Norton Show*. Based on research questions mentioned in chapter 1, this research investigates types of repair, most-employed position of repair, and patterns of repair in selected episodes of *Graham Norton Show*. The researcher takes the data from video of its episodes. Initially, the researcher analyzes the first video, and the results show that all four types of repair proposed by Schegloff, Jefferson, and Sack are found in the videos. Type of repair which dominates in the conversation among the participant of the talk show is self-initiated self-repair. Alike type of repair, four patterns of repair proposed by Zhang (1998) also found in the analysis. Even, the researcher finds two other patterns of repair in that video, completion, and repetition. However, not all type of position of repair is found in the talk show. Transition space and fourth position repair is missing in the first video.

Regarding qualitative research, researcher analyzes the second video to complete the missing types of repair investigation. The results of the second video analysis is more vary. All types of repair, position of repair, and pattern of repair are discovered in the talk show. Even, the researcher finds two new other patterns of repair, exemplification, and specification.

The finding served in table covers the results of two videos that have been analyzed by researcher. As finding tells, four types of repair are found in those videos. They are self-initiated self-repair, other-initiated self-repair, self-initiated other-repair, and other-initiated other-repair. In addition, self-initiated self-repair gains a greatest number among other types of repair. Participants of *Graham Norton Show* tend to initiate the errors and complete the repair by themselves. Kinds of errors which motivate the participants of talk show to perform this type of repair mostly caused by the trouble inside speaker's mind. On the other hand, other-initiated other-repair becomes the most infrequent type which is found in the investigation. It rarely happens because, in some cases, the opportunity of another speaker to initiate and complete the repair is restricted by the current speaker who holds the floor.

Types of repair interact with the location of repair itself. Repair phenomena either happen in the same position (same turn) or sequential turns in conversation. Position refers to the location relative to the trouble source and repair to resolve the trouble. Therefore, Position of repair interacts with the act of initiation in repair occurrences. As a result, some positions of repair only happen in a certain type of repair regarding the initiation. Self-initiation, either self-repair or other repairs, definitely happens in a same turn, transition space, or third position of repair. Meanwhile, another initiation repair has an opportunity to happen in second position or fourth position of repair.

Regarding self-initiated self-repair most often used, the same turn becomes the most-dominated position where repair is applied. Besides, it also

happens in transition space and third position for some cases. From the table presented in a previous part. It can be identified that third position repair is missing in other repair, but it happens in self-repair. The same case also occurs for fourth position repair.

To answer the last research question, in her analysis, the researcher finds all of the pattern of repair proposed by Zhang (1998) in those videos. The pattern of repair that most often employed by participants of the talk show to repair their problematic words or utterances is replacement pattern. It reaches 31 times used by the participants of the talk show. Besides, Abandonment pattern occupies the second pattern mostly used after replacement. It is employed 23 times in conversation. In addition, in conducting her analysis, the researcher finds four other patterns of repair i.e. completion, repetition, exemplification, and specification. From those other patterns, completion becomes the way most used by participants. The participants tend to use completion pattern when they experience difficulties in preparing words in their mind in a while. Yet, they are still trying to continue their utterance.

Last but not least, the researcher tries to correlate her current research to the previous studies that have been reviewed in the first chapter. Previous studies written by Hidayah (2015), Yang (2005), Rahayu (2016), and Rheisa (2014) on their object about conversation repair are focused on investigating types and pattern of repair. Furthermore, through this current research, the researcher tries to complete the previous study by analyzing position repair to know the exact position where repair phenomena occur in another object. So, the researcher

investigates types of repair, pattern or repair, as well as the position of repair in selected episodes of *Graham Norton Show*.

In addition, correlated to research conducted by Rheisa (2014) which used talk show as its object, the finding of pattern of repair is quite different. In Rheisa (2014), the most frequent pattern of repair used by participants to repair their error is reorganization pattern. Meanwhile, based on the finding of this current analysis, replacement is the highest rank used by participants in this research. In addition, the researcher also finds other new patterns employed by participants. They are completion, repetition, exemplification, and specification.

Since conversation analysis requires a real-life conversation, the researcher considers talk show as the object of this analysis regarding its spontaneity and naturalness. In social aspect, as seen from the finding of the study, repair phenomena often happen in conversation which means people who engaged in the talk have a high tendency to make trouble their sentence or utterances. Therefore, people should minimize the problem in social interaction, especially through talk. People should arrange their words and pay attention to the diction well in order to the counterparts of the talk can easily receive the information and to avoid ambiguity. Besides, people also should pay good attention to the speaker to avoid misunderstanding or mishearing. In addition, this study also contributes to Conversation Analysis field especially in the pattern of repair completion by discovering new patterns through this analysis.



gains 81 times of the total occurrences. It is a very extreme number compared with other types of repair. It shows that the participants of the talk show tend to be able to indicate their problematic words or utterances then repair them by themselves without giving the turn to the second speaker of the interlocutor. In the second level, other-initiated self-repair attains 7 times of the total of data. It is then followed by self-initiated self-repair as the third level which appears 6 times in those episodes. Then, in lowest level, other-initiated other-repair occurs only twice from the analyzed videos.

Next, related to second research question about position of repair, same turn position becomes the most location of the occurrences of conversation repair. It correlates with the finding of first research question which claims self-initiated self-repair as a most frequent type of repair. Same turn position of self-initiated self-repair attains 75 times or equals 77% of the total occurrences. In addition, same turn position is also employed in self-initiated other-repair twice. The next position is transition space position. It occurs twice in self-initiated self-repair and 4 times in self-initiated other-repair. Different with the type has been mentioned, second position of repair happens in both other-initiated self-repair 6 times and other-initiated other-repair once. Next, third position repair attains 4 times in self-initiated repair. For the last type, fourth position repair occurs 3 times in other-initiated self-repair.

Last but not least, to analyze the pattern of repair as third sub-focus of this study, the researcher employs theory by Zhang (1998). The finding shows that there are eight patterns of repair completion employed by participants during the











