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,
SunanAmpel State Islamic University



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ABSTRACT

Baity, Diyanah Nur. 2019. Conversation Repair in Selected Episodes of British

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Key Terms : Conversation Analysis, Conversation Repair, Talk Show

This current research is conducted to analyze conversation repair in selected episodes of Graham Norton Show by employing Conversation Analysis approach proposed by Sack, Schegloff, and Jefferson. The analysis covers types of repair, most-employed position of repair, and patterns of repair completion. This talk show is choosen due to its casual and natural conversation existing in the show.

This research is descriptive-qualitative research. It means the research focuses more on words rather than number. Besides, this research uses theory to lead the analysis before collecting data. The data are taken from transcript of selected episodes of Graham Norton Show. The data are in form of utterences which contain repair phenomena uttered by participants. The transcripts are obtained from youtube in form of rough transcript. Then, they get some editing treatment such as editing based on turn of the participants and completing with transcription convention. After the transcripts have been obtained, the researcher collects the data by underlining. With the existing data, the researcher starts to analyzing the data by employing these steps: 1) Identfying the data by doing coding process, 2) Classifying the data by putting into data sheet, 3) Discussing, and 4) Making conclusion for the finding of the research.

As the results, four types of repair appear in the talk show. Self-initiated self-repair occurs 81 times. Other-initiated self-repair is found 7 times. Self-initiated other-repair gains 6 times, and other-initiated other repair only happens twice. Regarding to the second research question, same turn position of repair becomes the most-employed position where the participants repair their trouble in conversation. For the patterns of repair, the finding shows that there are eight patterns used by participants during the talk show. They are replacement (31 times), modification (10 times), abandonment (23 times), and reorganization (5 times). In addition, the rest of patterns are regarded as new patterns of repair completion. They are completion (15 times), repetition (5 times), exemplification (3 times), and specification (4 times).

INTISARI

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Penelitian ini dilakukan dengan tujuan untuk menganalisis perbaikan percakapan dalam episode terpilih gelar wicara "Graham Norton Show" dengan menggunakan pendekatan analisis percakapan yang digagas oleh Sack, Schegloff, and Jefferson. Analisis ini mencakup tipe perbaikan percakapan, letak perbaikan percakapan yang paling sering digunakan, dan pola perbaikan. Acara gelar wicara ini dipilih karena acaranya dikemas secara santai dan natural.

Penelitian ini merupakan penelitian deskriptif-kualitatif. Hal tersebut menunjukkan bahwa penelitian ini lebih berfokus pada kata daripada angka. Data diambil dari transkip episode terpilih dari acara gelar wicara *Graham Norton Show*. Data berupa ucapan yang mengandung unsur perbaikan percakapan yang diucapkan oleh penutur. Transkrip diperoleh dari Youtube dalam bentuk transkrip kasar. Kemudian, di edit berdasarkan giliran penutur dan dilengkapi dengan aturan transkripsi. Setelah transkrip diperoleh, peneliti mengumpulkan data dengan menggarisbawahi. Dari data yang ada, peneliti menganalisis data berdasarkan langkah-langkah berikut ini: 1) mengidentifikasi data dengan melakukan proses pengkodean, 2) mengklasifikasikan data dengan memasukkan ke dalam tabel data, 3) membahas hasil, dan 4) menyimpulkan hasil dari penelitian tersebut.

Hasilnya, 4 jenis perbaikan muncul di acara gelar wicara. Perbaikan mandiri yang diinisiasi sendiri terjadi 80 kali. Perbaikan sendiri yang diprakarsai lawan bicara ditemukan 7 kali. Inisiasi sendiri yang diprakarsai lawan bicara terjadi 6 kali, dan perbaikan yang diprakarsai dan diinisiasi oleh lawan bicara hanya terjadi 2 kali. Sehubungan dengan pertanyaan penelitian kedua, posisi perbaikan pada satu giliran menjadi letak yang paling banyak digunakan oleh perserta untuk memperbaiki masalah dalam percakapan. Untuk pola perbaikan, hasilnya menunjukkan bahwa ada 8 pola yang digunakan oleh peserta dalam acara. Pola-pola tersebut adalah penggantian (31 kali), modifikasi (10 kali), pengalihan (23 kali), dan reorganisasi (5kali). Selain itu, ditemukan pula pola baru untuk perbaikan. Diantaranya, penyelesaian 15 kali, pengulangan 5 kali, pembelian contoh 5kali, dan spesifikasi 4 kali.

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CHAPTER I

INTRODUCTION

In this chapter, the researcher shows the important concepts of analyzing conversation repair in selected episodes of *Graham Norton Show*. They are the background of the study, research questions, research objectives, the significance of the study, scope, and limitation, and definition of key terms.

1.1 Background of Study

Conversation has gained a great deal of attention from researchers over a very long period. All human beings engage in conversational interaction and human society depends on the conversation. According to Goodwin and Heritage (1990:283), social interaction is the primordial which means to transact the business in the social world, to assert or deny the identities of its participants, and to transmit, renew and modify its cultures

According to Liddicoat (2007:1), conversation is the way in which people socialize, develop, and maintain their relationships with others. He also adds that conversation has prescriptive in nature and it leads to the idea of certain rules to be "good conversationalist." In line with that statement, Rheisa (2014) states that in every conversation there are some unconscious rules and people who engage in conversation perform those rules unconsciously. When those rules are neglected, the conversation breakdown

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

problematic utterances afterward to provide the clear information to the audiences which thus called as repair phenomenon.

Therefore, present study aims to explore the organization of repair in selected episodes of *Graham Norton Show*. It seeks to answer three research questions. First, to identify the type of repair which appears frequently in selected episodes *Graham Norton Show*. The second objective is to identify position/turn mostly employed by participants to repair trouble in conversation. And the last is to identify the pattern of repair conversation used by participants of selected episodes of *Graham Norton Show* to complete repair.

1.2 Research Questions

Based on background of the study stated previously, this research formulates the research questions as follows:

- a. What types of repair which appear in selected episodes of *Graham Norton Show?*
- b. Which position/turn mostly employed by participants of selected episodes of *Graham Norton Show* to repair trouble of conversation?
- c. What are patterns of repair used by participants of selected episodes of *Graham Norton Show* to complete repair?

1.3 Research Objectives

Considering the research questions above, this research is conducted to attain objectives of study as follows:

- a. To identify types of repair which appear in selected episodes of Graham Norton Show.
- b. To identify the position/turn mostly employed by participants of selected episodes of *Graham Norton Show* to repair trouble of conversation.
- c. To identify patterns of repair used by participants of selected episodes of *Graham Norton Show* to complete repair.

1.4 Significance of the Study

This research is expected to provide theoretical and practical contribution in the field of linguistics, mainly in conversational repair as the one of conversation analysis focus. Theoretically, this research provides knowledge of conversation analysis specifically in conversation repair. This study is also hoped to augment and deepen research of conversation analysis area. Besides, this study can contribute as an additional reference for future research to invent new findings related to conversation repair analysis.

Practically, through this research, the readers will gain an understanding of repair phenomena. By providing the definition, types, patterns, and

positions of repair along with the practical instance which is shown in the discussion, the readers are expected to be more aware to the phenomena of repair that frequently encountered and to diminish them for more communicative and effective conversation.

1.5 Scope and Limitation

The scope of this study mainly concerns in Discourse Study. Baxter (2010) proposes four diverse approaches to discourse analysis of particular value for present research in linguistics: Conversation Analysis (CA), Discourse Analysis (DA), Critical Discourse Analysis (CDA), and Feminist Post-structuralist Discourse Analysis (FPDA). Meanwhile, this research limits only on employing conversation analysis approach by focusing on conversation repair. It includes sorts of repair, possible positions of repair, and patterns of repair completion in selected episodes of *Graham Norton Show*.

1.6 Definition of Key Terms

Conversation analysis: an approach to study method of participants when they conduct social action through talk (Mazeland: 2006).

Conversation repair : a phenomenon of conversation in which participants of the talk deal with problems of conversation and tackle them.

Talk show program : a television or radio program which is guided by a host
or team of host to do discussion or interview with
public figures about a certain issue.



CHAPTER II

REVIEW OF LITERATURE

Theory becomes a fundamental concept as basic to conduct research. This chapter contains some theories related to the topic of this study. Considering this study investigating conversation repair, the researcher provides a theory of conversation analysis as the basis to analyze this current research. It includes scope of conversation analysis, repair, position of repair, pattern of repair. In addition, the researcher completes this framework by providing a brief explanation about talk show as well as *Graham Norton Show* as the object of this study. Those theories are explained as follow:

2.1 Conversation Analysis

Conversation is one of principal uses of language for socializing in human life. May cited in Rheisa (2014) states that conversation is employing language for social purposes. In line with this, Strenstrom defines a conversation as a social activity which involves two or more participants who talk about something (Andriyanto, 2013). In addition, Liddicoat (2007: 1) states that on a conversation, there is much going on more than just the application of linguistic code. Hence, he opines that conversation is considered as sets of practice in which all the participant of talk can arrange appropriate comments in a certain context. While, an approach to analyzing spoken interaction or conversation is known as conversation analysis.

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

as an independent area that is oriented toward understanding of organizational structures of talk concerning in human communication (Liddicoat, 2007; Markee, 2000).

Though the basic concept of conversation analysis focuses on talk in conversation, the framework has gradually been broadened to research in other sorts of talk such as medical and clinical interaction, lesson, and news interview (Mazeland, 2006). In addition, as the impact of widespread use of internet, it provides various type of media genres such as email, chat, weblog, and bulletin board system (BBS) that contribute to the change of communication style (Shoukohi & Hamidi, 2010).

2.2 Scope of Conversation Analysis

2.2.1 Turn-taking

In conversation, there is no written rule to decide the turn of who will speak and who is the next. Turn is the chance to hold the floor which means right and obligation to talk (Napitupulu & Siahaan, 2014). Turn-taking refers to the process by which participants shift their conversation moment (Ghilzai, 2005). The point is the next speaker knows when to start talking in a conversation. Basically, Sack et al proposed two competing theories about achieving turn-taking. The first is projection theory which means the next speakers project when they begin to talk by awaiting when the first speakers end their talk based on the structural and contextual information they deliver. The second is reaction or signal theory. This theory states that the

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:

	Second part		
First part	<u>Preferred</u>	<u>Dispreferred</u>	
Request	Acceptance	Refusal	
Offer/ invite	Acceptance	Refusal	
Assessment	Agreement	Disagreement	
Question	Expected answer	Unexpectted answer/ no answer	
Blame	Denial	Admission	

Table 1: Levinson's General Pattern of Preference Organization

As shown in the previous table, according to Levinson, there are two kinds of second part's possible response, preferred and dispreferred. Both are in the opposite way. For example, if the first part is about offering or inviting, the second part may accept the offer or invitation (preferred act) or refuse it (dispreferred).

2.2.4 Sequence organization

According to Mazeland (2008), sequence organization is a connection of the turns to each other to create a coherent series of organized conversation. A sequence, as stated by Mazeland (2008), means as an ordered series of turns through which participants achieve and organize an interactional activity. According to Schegloff and Sacks (1973) stated that sequence organization of conversation is arranged by adjacency pairs. In line with that, Liddicoat (2007) defined adjacency pairs as the basic unit of on which sequence of conversation is constructed.

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 a /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).

2.2.5.1 Types of repair

a. Self-initiated Self-repair

Self-initiated Self-repair is kind of conversation repair in which the speaker of the repairable utterance has two roles, indicating the problem of his/her own talk and resolving the problem (Liddicoat, 2007). In self-initiated self-repair, the current speaker stops his/her talk to deal with the problem arises in which she/ he has said and started to say or may be about to say. Hence, in most of the time, according to Fox *et.al* (2012) self-initiated self-repair occurs in the same turn of current speaker. It is caused by set of order possibilities of self-initiation to come before other initiation (Khodadady & Alifathabadi, 2012).

Oprah: TS+I+R

What kind of woman makes you..um..in the video we're going to see later, we premier the world video, there's a line where you talk about being quenched, so what kind of person does that for you? (46/34:17-34:28)

(Rheisa: 2014)

The speaker of the utterances intends to delivering her question to the interlocutor. When she starts her words, it seems no trouble until she discontinues her utterances. The 'um' of that utterances indicates the trouble that is initiated by speaker herself. After she leaves the problematic utterance, she repairs it by herself in the end of her turn. This case is included as self-initiated self-repair.

b. Other-initiated Self-Repair

In other-initiated self-repair, the recipient or other speaker plays a role as the problem-initiator in conversation as detected from current speaker's utterances (Liddicoat, 2007). However, the other speaker only initiates but he/she does not resolve the problem. The repair is executed by the speaker of trouble source (Kohler, 2007). In other words, other-initiated self-repair involves more than one turn of conversation.

0 1 JEN: [((laughing))]

0 2 SAL: TS [is your man a medical] student?

0 3 JEN: I .hhh wha:t?

0 4 SAL: R is your man a medical student?

0 5 JEN: he's a dental student.

(Benjamin & Mazeland, 2013)

Sentence in line 2 is grammatically correct. it should be easy to be understood by the interlocutor. However, the interlocutor shows the indication of the problem of that utterance by uttering ".hhh wha:t?". The trouble is on interlocutor's hearing because the utterance is overlapped with their laughing. Consequently, the speaker repair her utterance by repeating. In this case, the initiation is performed by interlocutor (other). While, the the repair is done by the speaker of the primary utterance. Thus, it is called other-initiated self—repair.

c. Self-initiated Other-repair

Sometimes in the middle of a conversation, people forget something important that needs to be mentioned such as the name of people, places, things, events, etc. This case may lead the conversation to have repair

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phenomena, especially self-initiated other-repair. In this type of repair, the

current speaker indicates the problem of his/her talk, but the proper repair is

executed by the recipients or other speakers (Liddicoat, 2007).

Oprah: TS+I These are some major rides. I mean the Sea

Dragon, the Ferris Wheel, and there's that Zipper

over there, and the .. uh.. (While pointing at the

wipeout)

Michael: R **The Wipeout**. (52/40:12-40:21)

(Rheisa: 2014)

The repair phenomena of the previous conversation happens when

Oprah delivering her statement. In the middle of the talk, Oprah gets trouble

with her mind to mention certain thing. Oprah obsolutely knows "The

Wipeout" but she forgets the name of of it. He initiates the trouble of his

words by "uh" and taking a while. Immediately, Michael who receives the

signal repairs her words by completing the name of the thing she intends to

mention.

d. Other-initiated Other-repair

Although it has been stated that self-initiation opportunities come

before other initiation, it is possible for having other initiation in

conversation repair. In other-initiate other repair, another speaker both

indicates the problem of talk uttered by current speaker and repairs the

trouble source to the proper one (Benjamin & Mazeland, 2013).

Joy: TS Kerry is no good. She is having a fight with **Sally**.

Harry: I+R You mean Sarah, don't you? Those two are

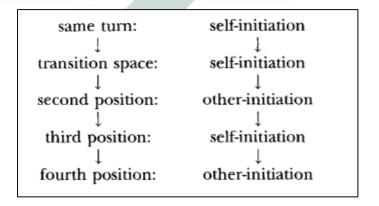
always fighting.

(Liddicoat, 2007:190)

In the coonversation earlier, Joy feels that his utterance is correct grammatically and contextually. However, For Harry, who also knows the context of discussing, it is regarded as an incorrect sentence because Joy is false to mention the name of one who always fighting with Kerry. Even though the repair initiation seems missing, but Harry directly performs repair by mentionning the proper name of her. Because harry as the interlocutor (other) performs the initiation and repair, thus this case is classified as other-initiated other repair.

2.2.5.2 Positions for Repair

Schegloff in Liddicoat (2007) uses the term of *repair initiation* opportunities space to describe the possible positions for repair. Possible positions for repair refer to the opportunities in which the initiation of repair order with respect to the trouble source in a conversation (Fox *et al*, 2013). Schegloff *et al.* (1997) cited in Liddicoat (2007) proposes a series of possible positions as presented in the following scheme:



Picture 1: Scheme of position of repair

a. Same Turn Repair

The first position of initiation repair occurs in the same turn construction unit (TCU) in which the problems happen (Fox *et al*, 2013). It is accomplished by non-lexical perturbations including cutoffs sound stretches like *uh* and *uhm* and pauses. Cut-offs are interruptions of words or sounds typically in form of glottal and other stops (Liddicoat, 2007). They are used to initiate the trouble source of repair that is produced in that turn.

—> Anna: oh so then he is coming back on **Thur- on Tuesday**. (Schegloff, 1992a in Liddicoat, 2007)

In that utterance, Anna as the speaker take a role as the trouble maker, initiator, and repair completor. And all those are fixed in the same turn without involving any other speakers (interlocutors).

b. Transition Space Repair

Transition space repair structurally provides a space at which self-repair can be executed within the transition space after an utterence/ word containing trouble source (Liddicoat, 2007). In other words, it is possible for speakers to begin their repair after the first completion of turn and extend their turn to be multi-turn as space to do the repair. Transition space repair may occur without any explicit repair initiation.

B : -then more people will show up. Cuz they won't feel obligated to **sell.tuh buy**.

(Schegloff, 1992b in Liddicoat, 2007)

In that utterance, the speaker has completed the uttterance. The sentence is correct grammatically but not contextually. Because the speaker does not state the proper word. Thus, the speaker extends his/her turn to be as multiple turn. This position is called transition space repair.

c. Second Position Repair

Second position repair provides an opportunity to initiate repair in the next turn after the trouble source turn (Fox et al, 2013). Second position repair is also known as next position repair. Most of the occurrences of other-initiated repairs are spread over two turns. Chronologically, it is initiated in the second position and completed in the third turn relative to the trouble source (Liddicoat, 2007).

Harry: Aren' t you suppose to go up there with John

though?

Joy: Wha'?

Harry: Aren't you goin' up there with John. Na:h that fell through weeks ago.

Joy:

(Liddicoat:2007)

The trouble source of the conversation is performed by Harry in his first turn. Then, the interlocutor initiates the trouble in the second turn and the repair completion is performed by Harry in his third turn relative to the trouble source.

d. Third Position Repair

Third position refers to the turn after an interlocutor/recipient's response to a previous turn. Third position repair allows the speaker of problematic utterance repairs a trouble in understanding after the recipient gives a response to the first turn (Liddicoat, 2007). Fox *et al* (2013) propose four general forms of third position: 1) a repair initiation 2) an agreement or acceptance form 3) a rejection form 4) the repair proper.

Annie: Which one::s are closed, an' which ones are open.

Zebrach: Most of em. This, this,

[this, this ((pointing))

Annie: [I'on' t mean on the shelters, I mean on the

roads.

Zebrach: Oh! (8.0)

Zebrach: Closed, those' re the one' s you wanna know about.

(Schegloff:1992b in Liddicoat:2007)

In the conversatiom, the primary utterence is delivered by Annie in first turn. Zebrach responds to the Annie's question in the next turn. However, According Annie, Zebrach's response is not what she actually means. Therefore, Annie repairs her utterance in the third turn exactly after Zebrach's response to her.

e. Fourth Position Repair

Fourth position repair is very infrequent as most to occur. Fourth position repair allows an opportunity for a recipient of original trouble source to repair a problem of understanding which is produced in the third position (Liddicoat, 2007). Fourth position repair has two

components: change of state or new understanding and trouble source addressing the problem of understanding (Fox *et al*, 2012). Fourth position repair sometimes happens in conjunction in third position repair.

Joe: Have the papers arrived yet,

Mary: uh-Nuh nothin' s come down from admi[n so far. Joe: [oh no I' m

uh not- Have the papers arrived yet

Mary: Oh you mean the newspapers,

Joe: Yeah. Mary: No they don' usually get here until ten.

(Liddicoat:2007)

The conversation is opened by Joe's question. Mary sa the interlocutor tries to answer. However, Mary answer is nor the exact information that Joe needs. So, he initiates that Mary is in trouble of understanding. In a while, Mary realizes what Joe intend to ask and immediately she repair her answer in the forth turn.

2.2.5.3 Pattern of Repair Completion

Some researchers have an interest in conversation repair. Zhang (1998) interested in Mandarin Chinese Conversation. That research was conducted regarding the pattern of repair completion. In his research, Zhang (1998) preferred to select term *trajectory* and *outcome* to refer pattern of repair completion. He also proposed four patterns of repair completion: replacement, modification, abandonment, and reorganization. The detail explanation is presented below:

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a. Replacement: to substitute one word of the original utterance to

another. In this kind of pattern, the interpretation of speech is adjusted

by a speaker by keeping the syntactic structure of the original

utterance intact.

Oprah : **Would** he[pause] **did** he ever beat you? (21/17:27-17:29)

(Rheisa: 2014).

From the example, it is clearly seen that Oprah performs repair

when delivering her question to the guest star. She initiates and

complete the repair by replacing the word "Would" to the proper

one "did".

b. Modification: to modify or to improve the intelligibility of the

speech by inserting extra constituents or adding new words into the

original utterance.

Oprah: **How nervous are you?**

Michael: How what?

Oprah: How nervous are you right now? (01/04:33-04:38)

(Rheisa: 2014).

In that conversation, Oprah asks Michael in her first turn.

However, Michael seems fail to hear and it causes Oprah needs to

repair her previous utterance by modifying. The modificitaion is

fixed by adding an adverb to complete.

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c. Abandonment: to abort the old utterance completely. Then, it is

resumed by new utterance with new construction and leave the old

utterance to be meaningless.

Oprah:Did you feel[pause]Smokey Robinson said this about

you, and so have many other people, that you were like an

old soul in a little body. (11/11:50-11:57)

(Rheisa: 2014)

In her utterances, initially, Oprah intends to ask Michael. It is

shown by the stucture of the sentence she stated. However, she

seemed to get trouble to continue her words. It is indicated by

pause. Thus, she abandons her utterance and it is continued with

a brand new utterance.

d. Reorganization: to reorganize the syntactic form of the utterance

which has been uttered. The sentence in progress is interrupted and

starts a new sentence by reorganizing the same material and uses them

into a new structure.

Michael: What about all the millions of people, let's reverse it,

what about all the millions of people who sits out in the sun, to

become darker, to become other than what they are, no one says

nothing about that. (30/24:22-24:32) (Rheisa: 2014).

When delivering his explanation, Michael seems difficult to

arrange his sentence. Thus, he repairs his sentence by

reorganizing the old sentence.

2.3 Talk Show

Talk show remains one of the most popular and influential genres of television programming (Mittel, 2003). Merriam Webster Dictionary defines talk show as a radio or television programming in which usually well-known or famous people are engaged in discussions or are interviewed. According to Ilie (2006) talk show is a show that is built by clarity and self-consciousness about the talk. The concept of a talk show is concerning between talk (prototypically dialogical) and show (monological), public and private, collective and personal experience, interpersonal and mass communication, information and entertainment, discrete and intersecting identities (Ilie, 2006).

Basic characteristics of talk show are guided by a host or team of host, a panel of guest, and studio audience (Ilie, 2006). Ilie also proposes some key features of talk show as follows:

- a. Audience-oriented show. Talkshow involves multiple audiences such as audience addressed by interlocutor, audience in studio, and audience as TV-viewer.
- b. Presenting some guest stars which are expert and have experience about the issue or topic.
- c. The host monitors the show by eliciting stimulation, guiding, and facilitating the participants.
- d. Each episode is only focused on a certain issue or topic.

- 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.

Since moving to BBC One, *The Graham Norton Show* has a little bit different concept with the previous one in term of guest star. The guest list of the show increased to three or occasionally four of public figures. The invited public figures include actor or actress, singer, writer, athlete, movie director.



CHAPTER III

RESEARCH METHODOLOGY

This chapter presents researcher's method in conducting her research. It is classified into several parts. Those are research design, data collection included data and data source, research instrument, technique of data collection, and data analysis.

3.1 Research Design

This present study employed descriptive-qualitative research method. Qualitative research, as stated by Daymon and Holloway (2002:14), focus on words rather than numbers although occasionally numbers are used to indicate the frequency that theme is found in a transcript or a form of the action occurs. In addition, according to Bungin (2007:27) cited in Rheisa (2014), descriptive qualitative research uses theory to lead the research before collecting the data.

Thus, the result of conversation repair analysis among participants in selected episodes of *The Graham Norton Show* was presented in the form of lingual units e.g. words, phrases, and sentences rather than in the form of numbers. It is in line with Vanderstoep and Johnston (2008:167) who assert that the goal of qualitative research is more descriptive than predictive.

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

who collects, analyzes, interprets the data and reports the research finding as for the final step. In addition, the researcher also utilized data sheet in classifying process.

3.2.3 Technique of Data Collection

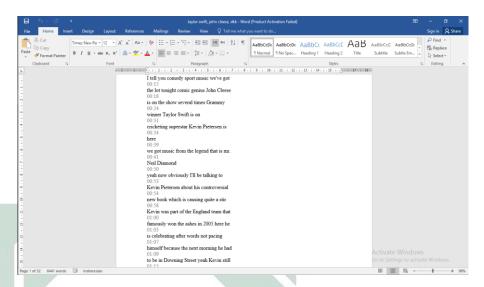
To collect the data, the researcher followed these following steps:

- 1. Downloading the videos of selected episodes of *The Graham*Norton Show from official youtube.
- 2. Transcribing the conversation among participants of the talk show.
 in the transcribing process, the researcher organized these following steps:
 - The researcher clicked (---) in the buttom right of youtube video and chose 'open transcript' to open the transcript of the video.



Picture 1. The printed screen of open transcript of video

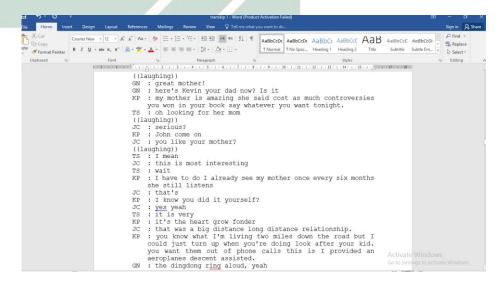
 After the transcript had been opened, the researcher copied for the next converted into Microsoft word (.docx file type).



Picture 2: printed screen of video transcription in a

.docx file type

 Because youtube only provided transcription based on the content of conversation, the researcher edited the rough transcript of videos based on each turn of participants when involving in the talk.



Picture 3: printed screen of transcipt based on turn

- The next step, the researcher re-checked the transcript by reading the transcript while listening to the videos to make sure the appropriateness in both transcript and videos.
- The last step, the researcher completed the transcript by employing orthography transcription convention (appendix 1).

```
| The treat | Design | Layout | Reference | Mailings | Review | View | View | Rehative | View | V
```

Picture 4: printed screen of orthographic transcript

4. Selecting the data from the transcript by underlining the utterances among participants which contained repair during the talk show.
The underlining process run as the example below:

```
GN: I'll hunt cheer in the corner

A: ((Laughing))

GN: = very welcome very welcome John's head leave () it. for now K not uhmm now is KV café P

KP: KP is fine kept being caught a lot worse. for you Kevin I'm at V café.

A: ((Lauhging))
```

Picture 5.The printed screen of underlined data

In picture 5, the underlined utterances are the example of repair phenomenon occurs in *The Graham Norton Show*. In this part, the researcher noticed and underlined the utterances containing repair phenomena in order to collect the data.

3.3 Data Analysis

The main focus of this present study is analyzing repair in conversation concerning the types of repair, position of repair, and pattern of repair completion. To achieve these focuses, the researcher analyzed the data based on these following steps:

a. Identifying

In identifying process, the researcher applied coding process. The identification covered three focuses of this study. They are type, position, and pattern of repair. Before that, the researcher decided various font styles to mark each category of focuses (appendix 2). These are the font styles that were used in coding the data:

No.	Font Style	Category
1.	Regular	Type of Repair
2.	Italic	Position of Repair
3.	Bold	Pattern of Repair

Table 2: Various font styles used in coding process

Besides, the researcher also provided the initial form of 4 types of repair: self-initiated self-repair (SI-SR), self-initiated-other repair (SI-OR), other-initiated self-repair (OI-SR), other-initiated other repair (OI-OR), 4 patterns of repair: replacement (RE), modification (MO), abandonment (AB), reorganization (RG), and 5 position for repair: same-turn (ST), transition space (TS), second position (SP), third position (TP), fourth position (FP).

b. Classifying

By providing data sheet, all data found in conversation among participants in selected episodes of *The Graham Norton Show* were arranged on the data sheet (Appendix 3). The data sheet covered three major categories as the focus of this present study. Then, the data were classified into those three categories: Types of repair, Position of repair, and Patterns of repair

+	The form of data sheet																	
Ŧ		Types of repair			Position of Repair				Pattern of Repair									
	Conversation	SI OI										others						
NO		SR	OR	SR	OR	ST	TS SP	SP	TP	FP	RE	MO	AB	RO	CO	RP	EX	SPC
1.																		
2.																		
3.																		
4.																		
5.																		
6.																		
7.																		
8.																		
9.																		
10.																		

Picture 3. The printed screen of data sheet on classifying data

c. Discussing

After all data were revealed, the next step is discussing. In discussing step, the researcher provided detail explanation of her analysis. The researcher also completed the analysis by giving an interpretation based on the result of the investigation.

d. Making Conclusion

In the last step of data analysis, the researcher presented a brief explanation to conclude the result of this current research which covered three research questions in this study: type of repair, most employed position of repair, and pattern of repair completion.

CHAPTER IV

FINDING AND DISCUSSION

This chapter is divided into two main parts, research finding, and discussion. Research finding presents the detail explanation regarding to findings of repair analysis found among participants' conversation in *Graham Norton Show* selected episodes. In addition, this part provides the discussion of the study.

4.1 Finding

In this part, the researcher presents the result of analysis repair in selected episodes of *Graham Norton Show* in a table. The table covers the frequency of occurrences of the type of repair, position of repair, and pattern of repair. The table is seen below:

N	Type of	Positio	Pattern of repair									
0.	repair	n of	RE	MO	AB	RO		otł	iers	ers Total		
		repair	_				CO	RP	EX	SPC		
1.	SI-SR	ST	26	8	22	1	10	4	3	1	75	
		TS	1					1			2	81
		TP		1			2			1	4	
2.	OI-SR	SP	1		1	2					4	7
		FP		1		2					3	
3.	SI-OR	ST	1							1	2	6
		TS	1				3				4	
		TP										
4.	OI-OR	SP	1							1	2	2
		FP										
	Total			10	23	5	15	5	3	4	9	96

Table 2: Finding of the Research

Note:

SI-SR: self-initiated self-repair ST: same turn RE: replacement

OI-SR: other-initiated self-repair **TS:** transition space **MO:** modification

SI-OR: self-initiated other-repair SP: second position AB: abandonment

OI-OR: other-initiated other-repair **TP:** third position **RO:** reorganization

FP: forth position **CO:** completion

RP: repitition

EX: exemplification

SPC: specification

4.1.1 Types of Repair in Graham Norton Show

As shown in an earlier table, types of repair which appear in the selected episodes of Graham Norton Show are self-initiated self-repair, other initiated self repair, self-initiated other-repair, and other-initiated other repair. the detail explanation of each type is presented below:

a. Self-initiated self-repair

Based on the finding presented in at the previous section, self-initiated self-repair becomes the type of repair that appears most in the talk show. It means most of the participants of talk show have great awareness of the troubles of conversation they make. They initiate and repair the trouble by themselves. Therefore, in this case, they role as the repair initiator as well as the completor or repairer in once (one turn). Most of self-initiated self-repair happen in selected episodes of *Graham Norton Show* deal with the error which comes from the speaker's mind, not with a

syntactic or grammatical error. Self-initiated self-repair of the talk show is shown in the following datum:

```
GN : so, here's the thing here's the
    things. I am obviously (.) we're very
    happy that KP is here
((laughing))
((applause))
```

A piece of utterance above happens in welcoming part. The host of the show (GN) invites his guest star to the stage. KP, as one of the guest star at that episode, comes to the stage and welcomed by the host. After saying hello and having a simple chatting with KP, the host expresses such an honor through that utterance. Before he repairs his word, he uses 'I am' to refer to himself (feeling happy). The choice of using "I am" is considered less precise by the host. It is signaled by his short pause then soon he repairs by "we're" to represent all the audiences (on stage and off stage) especially KP's fans even all the crew and other guest stars of that show who feel the same as him for having KP at that show. Another self-initiated-self repair phenomenon is presented as this following datum:

SM: no. Quagmire is ((hhh)). when I was a kid, my father used to buy me old radio dramas from the 40s and 50s. and so I would listen to these things and the commercials were intact. you know hear these old commercials. you know, autolite brand sparkplug the sparkplug for you and like everyone had this high-pitched voice which I quess it were more sensitive to the mid-range voice at that time. and they all sounded like quagmire and so that kind of stuck with me and when I was coming up with a voice for him that he

is he began as a as a an impression of 1950s.

The topic being discussed is about the characters of SM's movie. SM is an actor, movie creator as well as dubber of cartoon characters. That part discusses the family guy movie which SM involved as the creator and also dubber of some characters of it. In a previous part, the host asks about some characters that he fills the voice for and how he gets inspiration to fill different kinds of voice for each character. SM replies by mentioning all of the characters (Peter, Brian, Stewie, and Quagmire) and tells one by one how he gets the idea. The datum above is exactly when SM tells about the idea of Quagmire's voice.

When delivering his thought about Quagmire, SM firstly intends to directly describe it by starting "Quagmire is". However, he unconsciously says "hhh" while thinking to arrange some sentences to describe Quagmire before he decides to discontinue and leave the sentence unfinished. The "hhh" means the initiation of repair and soon he repaires by starting brand new sentences. He finds a new way to explain about the idea of Quigmire's voice by telling the story behind that leads to provide the answer of host's question (underlined sentence)—rather than directly describe it. Other example appears in this following datum:

TC : and so I took my bike to the top
 of the hill and I started halfway
 down. I realized when I got halfway
 down, it was one of those chains you
 know that the pedals start going and
 it doesn't slow so was going really

fast yeah and I couldn't stop it it
was too late to bail......

Known as the action hero star in some movies, the host wonders to ask TC how young he starts to doing something stunts or extreme things. That question stimulates TC to tell his childhood. He has hobby or habit to do something crazy like climbing at the top of trees, hanging off there, jumping off, and riding a bicycle to the top of the hill. The example above is a piece of his extreme story and a little accident experienced by him when riding his bicycle.

To tell the chronology of the accident, TC starts by narrating " it was one of those chains". He does not give the detail about the chains but the hearers may understand that the chains of TC's bicycle are in trouble. The utterance "you know" indicates the initiation of the repair done by himself. He completes the sentence by telling the pedals that going faster and faster that finally makes him fall.

Therefore, those examples are grouped into self-initiated self-repair, in which, the speaker initiates the repair and completes repair by him/herself in one turn.

b. Other-initiated self-repair

Unlike the previous type of repair, in other-initiated self-repair, the initiation of repair and repair completion are done by different participants of the conversation. The first speaker repairs his/her utterances in a previous

turn after being initiated by the second speaker or then called as interlocutor. The initiation performed by the interlocutors is mostly stimulated by a misunderstanding, mishearing, and non-hearing regarded to the first speaker's utterances. The following datum is one of the examples of other-initiated self-repair found among the participants of the show:

- GN :and when you do the hits you know the big other it does it vary from country to country what songs get the biggest roar?
- ND : ah not really I-
- GN : [so what what what's
 what's what is your biggest hits
 according to the crowd?

ND is known as a singer and songwriter. By the time the show held, he just recently launched his new album exactly his 41st album. In the show, he also performs a song from his new album. Knowing ND has reached a great number of album he created, the host is stimulated to know more about how ND gets his thought to write song, fits new material in his song, maintains to create a song that keeps being listened by his fans, and also what song that becomes the most favorite song according to the crowd.

In that occurrence, GN as the first speaker asks his guest by saying "what songs get the biggest roar?". He expects the answer will be the precise answer, for example, the title of the song. However, The second speaker or interlocutor replies with such an unrelatable answer like "ah not really I" which signals misunderstanding happens among the first and second speaker. That utterance is considered as the initiation of repair which then the first speaker repairs his sentence by reorganizing the same topic to

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a new sentence. Another example of other-initiated self-repair is seen

below:

B : my name is Bean

GN : Bean?

B : But it can be Ben

In *Graham Norton Show*, there is a red chair segment in the end of the show. In that segment, there are some people, two up to three people, sit

on the red chair and tell a funny experience or story of their life. Those who

sit on the red chair is selected randomly. Before starting to tell, the selected

people introduce him/herself at the beginning of the section. The example

above occurs when one of the red chair participants starts to introduce

himself.

B, as the first speaker, introduces himself by mentioning his name

"Bean". GN as the second speaker initiates by uttering "Bean?" with a

certain tone to express whether he gets trouble of mishearing or feels odd

about the name he ever heard. Therefore, B repairs his previous utterance by

replacing "Bean" to "Ben" that considered more familiar as a person's

name.

c. Self-initiated other-repair

Alike the latter type of repair, self-initiated other-repair shares act

initiation and completion of repair. The difference is the first speaker has a

role as 'trouble maker' of the conversation and the initiator of repair, while

the repair completion is done by other participants involved in the talk

(interlocutors). In most of the occurrences, this sort of repair happens because the speaker experiences losing words or forget certain name of object and technical term while delivering his/her words. The example is seen in the datum below:

> TC :part of my assignment is I have front to go to the to cover soldiers there and I try to get out of it and blackmail the generals so he sends me to the front and where I meet emily Blunt's characters essentially she is the warrior she is (.)-EB [she's known as the full metal bitch TC

TC and EB are involved in their new movie "Edge of Tomorrow" which recently launched by the time the show is held. Hence, the main topic talked in the show is about their movie and their characters. Earlier, the host asks TC to tell an incredible scene that involves both of them and some premises about the movie. That datum is the piece of TC's explanation about his movie.

: yeah

At the first turn, TC narrates about the certain scene of the movie. He starts by describing his character, his role, and his job or mission in the movie. Then, it is continued by the part in which he meets EB's character of the movie. However, when describing EB's character, he seems like difficult to put his thoughts in words. He pauses his description at the moment. It means he initiates for asking help to other participants of the talk to complete his words. EB, who knows well about her character in the

movie, realizes the signal of repair initiation and directly completes the repair by describing her character in the following turn.

d. Other-initiated other-repair

The last type of repair is much like self-initiated self-repair in which the act of initiation and completion of repair are performed by one party only, the interlocutor or second speaker. The interlocutor is the one who notices the error and soon makes its completion. In most cases of other-initiated other-repair occurrences, the initiation sequence is missing. The case of other-initiated other-repair is shown at the datum below:

GN: until everything out tonight, as you're directing yourself Seth in the movie and it's your is this your first scene kiss?

SM : in in in the talking pictures yeah

On one stage with TC, SM is also invited to the show to share about his new movie that has been out by the time the talk show is held. Before the host interviews SM about his movie a far, he firstly shows a piece scene of movie video. The scene is set in a public place such a market when SM meets his ex-girlfriend dating with another man (her new boyfriend). To show his ex-girlfriend that he is okay even after having a broken heart, he plays pretend with SC, his counterpart in the movie, to behave as lovers. They behave as lovers do in common such as having a kiss to ensure his ex-girlfriend about their pretense.

In that part, the host asks him about kissing moment. Whether it SM's first scene kiss or not. However, before he gives direct answer yes or no, he utters "in the talking picture" to make sure the kiss which is meant by the first speaker. He may experience mishearing or non-hearing or he is thinking about his other kisses (non-scene) when the first speaker says "scene". So, he repairs the error as ensuring act before providing the answer.

4.1.2 Position of Repair

To identify the position of repair, first thing to be noticed is the initiation segment of the conversation. As has been explained in chapter 2, initiation can be differentiated to self-initiation and other initiation in which each of them has chances to occur in a certain position or turn. The result of investigation shows that same turn becomes the most-employed position by participants to repair their trouble in conversation. The researcher presents the finding of position of repair in form of percentage as follow:

No.	Positio	Percentage (%)				
1.		Same Turn	81%			
2.	Self Initiation	Transition Space	6%			
3.		Third Position	4%			
4.	Other Initiation	Second Position	5%			
5.		Forth Position	3%			

Table 4: Result of position of repair in form of percentage

Besides, the researcher also gives the detail explanation regarding to the finding of position of repair in this following section:

a. Same turn repair

In same turn repair, the repair initiation is placed in the same turn with the trouble source. This position mostly happens in self-initiated self-repair in which the trouble source, repair initiation, and repair completion are done by current speaker. The following datum is an example of this type of position:

GN : so, here's the thing here's the things. I am obviously we're very happy that KP is here.

A piece of conversation above happens in the beginning of the talk show exactly when GN welcomes one of his guest star, KP, at that night. His utterances are regarded as repair. The trouble source is presented by unfinished utterance "I am obviously". Even though the repair initiation is missing, but the repair completion is clearly identified. The trouble source, repair initiation, and repair completion of that utterance is fixed by a current speaker in one turn (same turn). The similar case happens in this datum below:

JC : [no, she had a what she had an extraordinary sense of human. hmm she was she was a depressed woman.

Those utterances are stated by JC to give comment to the previous statemenet about his mother. When delivering his utterences, he seems to get trouble in his mind to select best word to continue his sentence. Thus, JC initiates his trouble by spontaneously saying "a what" and later immadiately completes the problematic utterances. It is clearly seen that JC initates and repairs his words by himself in same turn (his turn).

b. Transition space repair

Transition space position refers to the extended turn of the current turn. So, in transition space repair, the current speaker maintains his/her turn as having multi-turn in order to repair the trouble of conversation. This type is structurally provided in self-repair. Below is transition space repair found in the analysis:

TC : I took my mother's skydiving.

-> uh I surprised her and took her skydiving.

Based on datum shown earlier, the repair initiation is signaled by "uh". Then, repair initiation, as well as completion, is placed in additional turn of the current speaker. After saying "I took my mother's skydiving", he maintains his turn to repair his previous sentence to be more detail by giving additional information in his extended turn.

c. Second position repair

In second position repair, second position refers to the following turn after the trouble source is placed in which initiated by second speaker. Therefore, second position repair is structurally specified for other initiation. The following datum is an example of repair in the second position:

```
TS : [[Harry Potter book?]]
->JC : Huh?
TS : okay, what do you think about Harry
Potter?
```

The example above indicates that there is a problem in the prior talk. It is signaled by "huh" in the second turn. Therefore, the speaker repairs her previous utterance in the following turn.

d. Third position repair

Third position refers to the turn after an interlocutor or second speaker gives his/her response to the previous one. This turn is meant to allow the speaker to repair his/her utterance in his/her prior turn. This type can be seen in this datum:

```
GN : one of the big characters in your book is your mom cuz your mother is she she- sounds oh
  ((displaying photo of john cleese's mom)
  TS : [oh my god

-> GN : she sounds amazing
```

From the datum, it can be identified that the third position is the turn which the utterance in bold. Initially, in his prior turn, GN utters unfinished utterance "she sounds oh" because of the interruption of

displaying the picture, and TS takes his turn to gives responses.

Nevertheless, he repairs his utterance by completing in the next turn after interlocutor's turn

e. Fourth position repair

Fourth position repair is very infrequent cases. But it may happen. Fourth position is designed to allow the interlocutors to get their opportunity to repair the problem of misunderstanding of their previous turn. Alike in third position repair which allows the speaker to repair the trouble, forth position repair allows the interlocutor to do the same. The example is seen in datum below:

GN it affect your approach things like that do you feel more kind of vulnerable or no? I mean I didn't feel like I would TC did I wasn't thinking fall falling that day : no, I don't mean like that GN ->TC : but I don't feel invulnerable but I feel necessarily vulnerable that's because-

In the conversation above, GN is considered as the first speaker and his question is placed in the first turn. In the following turn, TC tries to answer GN's question. However, TC seems like does not really catch what the question is. Consequently, his answer does not provide a precise answer. It is also initiated by GN's next turn (third turn). Therefore, TC as the interlocutor repairs his problematic statement in fourth position.

4.1.3 Pattern of Repair Completion

Related to the third research question, the analysis finds several patterns of repair completion include all types proposed by Zhang (1998) and also four new patterns of repair completion. The detail explanation of those types is discussed below:

a. Replacement

Replacement pattern is often used by repair completer to replace his/her word(s) with more appropriate or precise words. In this current investigation, replacement is a most used pattern by participants of selected episodes of *Graham Norton Show*. It is employed 31 times in the conversation, following is an example of the replacement pattern:

GN : did you- you married a pop star you married a pop singer?

The example above is uttered when all the guest stars are talking about the relationship. After talking about TS's relationship, it is the turn of KP to be interviewed about his relationship. By the time the talk show is aired, KP is being gossiped about his relationship with a girl named Jessica. Even, some sources report that they will get married. Thus, GN, as the host, intends to clarify its truth by stating question above. In his question, initially, he uses "a pop star" to refer to KP's girls. However, in a little while, he finds the more appropriate word to replace his previous word with

"a pop singer". It is meant to specify what kind of star she is. Below is another datum of replacement pattern found in the talk show:

in it is it i

That conversation is part of the section which talks about JC's book. It is known that JC portrays his mother as the great character in his book. It stimulates GN as the host to ask about his mother. Later, JC describes and tells about his mother, his depressed mother. He also tells how he treats his mother during her illness, even when she is a little bit down for several weeks. When he is talking about his mother, firstly he says "I don't want". But, soon he replaces "you don't want". The replacement of subject "I" to "you" by JC is meant that it is not only himself, but all of the audience even people out there have the same feeling like him, wishing their mother in a good condition. Therefore, JC considers replacing "I" by "you" is more appropriate to put in his sentence.

b. Modification

Modification pattern is organized by inserting additional words to the original utterance to make it more informative. Modification pattern is found 10 times in this investigation. Below is an example of modification pattern: GN : how is I said how hard was it as an actor not to do voices because that is kind of your life?

The example above is GN's question directed to SM. As has been mentioned previously, SM is an actor, movie director, as well as a dubber for several cartoon characters. The host is wondering about how challenging to do some different voices. The host intends to ask about the difficulty that may be faced by SM to do that role. However, in his first utterance, GN forgets to attach the word "hard" to refer to difficulties or obstacles to play that role. Therefore, GN modifies his utterance soon by inserting that word to become "how hard".

c. Abandonment

Abandonment pattern occurs when the repair completer abandons her/his utterances and starts with a brand new utterance. Consequently, the utterance in previous place becomes meaningless. In this investigation, the researcher finds 23 abandonment pattern of repair, the example is presented below:

rs: yeah, it was insane and I was very nervous for the whole thing. because it was at Kensington Palace and it was my first kind of royal encounter of sorts and I was ((hhh)) Jon Bon Jovi was on stage and he was singing. he was about to sing living on a prayer and he uhmm he kind of pointed to Prince William and said uhmm something like I hear you like to do this at karaoke night, karaoke boy

Before TS gets her turn above, GN, as the host, shows the picture of her together with Jon Bon Jovi and Prince William. That picture stimulates TS to tell her very first experience to have music performance in the Royal Kingdom. She tells in details about her feelings even the moment when Prince William invites her to sing a song with him. She expresses her amazing feeling and could not put it in words. In her first sentence, she describes her feelings by saying "I was". However, she shortly abandons her utterance and starts a brand new utterance. She leaves unfinished utterance to be meaningless and starts her new utterances to tell about her partner at that time. Abandonment pattern is also found in the datum below:

EB :I can just see it's just starting to unwrap. he was ((hhh)) I really remember like like guys please please roll and I just looked at him and I just went this sucks like that and he looked to me and he goes it's a challenging.

The host is interviewing EB about her new movie. The example above is a part of EB's explanation about the process of shooting. She tells about the moment when she and TC, her partner in the movie, are being dropped out from the ship. She narrates in details about kinds of stuff used during the shooting and chronological action they should do. In the middle of her talk, she firstly says "he was" in which subject "he" refers to TC. Yet, she initiates repair by schwa "hhh" which means she finds difficulties to continue her sentence. Therefore, she abandons her utterance "he was" and starts with a brand new one "I really remember".

d. Reorganization

Reorganization pattern mostly occurs after the current speaker delays his/her sentence and start a new sentence by reorganizing the same material to put into new structure. Reorganization pattern is employed 5 times in this talk show. Reorganization pattern is seen in this following datum:

GN other things you would differently do you look back kind of thing actually I could have had a lot better I could have done something? KP yeah clearly we all make mistakes. none of us are perfect. we all make mistakes in every walk of life and I certainly made them and-GN [what the thing is ?

The conversation above is preceded by GN's question about KP's book. KP is known as writer and cricket player as well. In a previous turn, KP gives details about his book to the audience. The book is about life such a motivational book. The book tells about how common people walk in their life, how they face their problem, achievement, regret, and many more. KP's explanation inspires GN to ask KP about somethings which he maybe want to make them better in his current life. Unfortunately, GN's sentences is too long and KP does not catch the exact question he asks. Consequently, KP does not provide a precise answer for the question. KP answer becomes the initiation of the repair. Therefore, GN as the first speaker completes the repair by reorganizing his sentence to be brief and to the point.

e. Others

1. Completion

Completion is a pattern of repair which enables participants to complete his/her incomplete utterances in an ongoing conversation. This pattern is mostly used to repair errors caused by losing words or difficulties to express his/her thoughts experienced by the speakers. Completion pattern is employed 15 time in this current analysis. The example is presented below:

TC: I was I don't know four or five years old that climbed at the top of trees and kind of hang off as the wind is going.

The context of that conversation is when TC is asked by the host about his first time for doing stunts. While answering the question, he is trying to recall his memories about that. When he utters "I was..." he seems not sure with the words in his mind. Therefore, He delays his utterance and completes it later with "four or five years old." The same case is also presented in this datum below:

TC : there's actually a lot of fun.
because you're trying to figure out
how many different ways. it's very it
becomes very it's very funny how many
different ways I can.

Those utterances are stated by TC as his response to the host's question in the previous turn. The host asks him about the difficulties to be an actor in most action movie. Unexpectedly, he says that it is a funny thing for him. He tries to express his feelings through his words. However, he faces

difficulty to find appropriate words to complete his sentence. Therefore, he suspends his utterance a while until he finds the best word "funny" to complete.

2. Repetition

Repetition is one pattern of repair completion that used by participants to repair their problematic word by repeating that word itself. Repetition pattern may occur in form of pure repetition or with little modification. This case below is an example of repair completion by employing repetition pattern:

GN: but talking to people that you work with you always that you are known as this kind of the positive force on set, you know we can do this that kind of yeah we can do this.

Those utterances above are based on GN's knowledge about TC who was known as the one who always gives positive vibes and supports to his team or crew. The sentence "we can do this" is stated by GN as an initiation of TC's words to give support and motivation to his crew of a team. "that kind of" is considered as a signal of initiation for GN to arranging another motivational sentence. Unfortunately, he fails and repairs his trouble by repeating his words.

3. Exemplification

Exemplification is one repair pattern that has a function to give more detail information by providing an example. This pattern is used by repair completer in conversation to make their utterance clearer for the interlocutor. Exemplification pattern is found 3 times in this investigation. Below is an example of exemplification patter of repair:

EB : = and he was so cute about it and then protected me, helping me downstairs, but he was almost overboard.

Talking about her new movie, EB is asked by the host to tell the audiences some scene when she was pregnant during the shoot. She tells the process of shooting which is helped by stunts. She also tells that TC, her partner in the movie, is worrying about her. The example above is a part of EB's statement about that. She tells that he tries to protect her. To make her utterance clearer, she provides the example of kind of protection he does for her, helping her downstairs.

4. Specification

Specification pattern of repair is employed 3 times in selected episodes of *Graham Norton Show*. This pattern is mostly used by repair completer to specify the error of the talk by giving a clear reference. The following datum is an example of specification pattern found in the analysis:

SM : I have not I mean not not a latenight show

Utterance stated by SM above is functioned as the answer of the host's question in the previous turn. The host asks him whether he is ever invited in British talk show before or not. SM answers him by saying "I have not". However, he completes his words with "not late-night show" to specify kind of talk show he ever had. It implies that his attendance in

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.

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter is the last section of this research. It consists of two parts. The first part provides a brief conclusion of the findings in this research. In the second part, the researcher suggests further researches related to this present study.

5.1 Conclusion

Based on finding and discussion in the previous chapter, some points should be concluded. This research focuses on conversation repair in selected episodes *Graham Norton Show*. The episodes are chosen based on most-watched episodes of the show. In her research, The researcher applies Schegloff, Jefferson, and Sack's theoretical framework of Conversational Analysis. In their theory, they propose the scope of Conversational Analysis including of turn-taking, adjacency pairs, preference organization, sequence organization, and repair. However, the researcher only takes repair as the focus of this present study. In her focus, the researcher investigates type of repair, position of repair, and pattern of repair in selected episodes of *Graham Norton Show*.

Related to the first question of this study, from 95 data of repair found in this investigation, four types of repair proposed in theoritical framework are found in this analysis. They are self-initiated self-repair, other-initiated self-repair, self-initiated other-repair, and other initiated other repair. Self-initiated self-repair

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 lowes 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 initiation 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

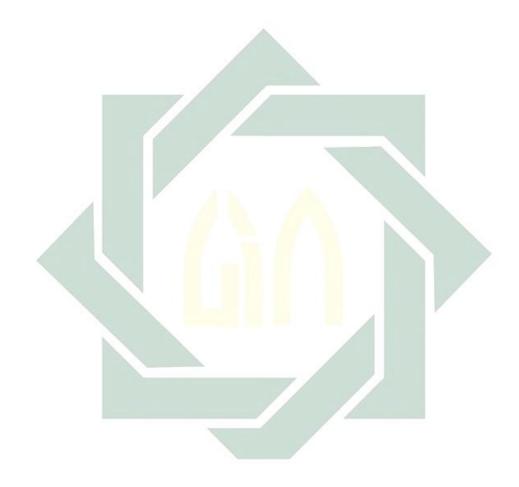
talk show. The four [atterns of them are proposed by Zhang (1998). They are replacement, modification, abandonment, and reorganization. Replacement pattern attains 31 times of total occurrences. It is regarded as a most-used pattern of repair applied by participants in the talk show. The next pattern, modification, is found 10 times, abandonment pattern gains 23 occurrences, and reorganization pattern occurs 5 times in conversation.

In addition, in her analysis, the researcher finds four other patterns of repair used by participants of the talk show; completion, repetition, exemplification, and specification. From those patterns, completion is highly used by participants up to 15 times. Sequentially, repetition is applied by participants of the talk 5 times. Later, two last patterns, exemplication and specification, 3 times for the first and 4 times for the latter.

5.2. Suggestion

This current study has successfully investigated conversation repair as one part of conversational analysis concern proposed by Schegloff, Jefferson, and Sack in a talk show. This study also employs collaboration theory by Zhang (1998) to reveal pattern of repair. For further study, the researcher truly suggests to future researchers to be more focus on certain orientation of repair, self initiation or other initiation. It will lead to depth- investigation of a certain type of repair. In addition, future researchers can also select another object to be analyzed. It may be in form of daily talk with more casual setting such as interaction in family dinner, friend sharing, partnership, etc. Those settings of talk provide more

natural conversation. To gain those kinds of data source, the next researchers can employ recording and observation as the instrument of study.



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