

**AN ANALYSIS OF RESPONSES AND CONVERSATIONAL  
STRUCTURE BY JOHN GRUBER IN “*THE TALK SHOW*”**

**THESIS**



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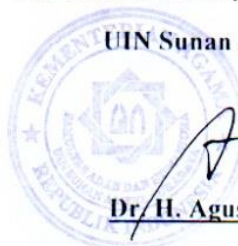
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daily life, we understand that the language is used by doing a conversation with “civilized art of talk” or “cultured change” (Schegloff, 1968). Conversation is the activity which at least two or more people are talking about the same topic. This activity consists of speaker and hearer, and they suppose to respond the conversation. From this situation, both of them can give or exchange some information by understanding the result. In the end, the conversation becomes smooth (McCarthy, 1991). Conversation consists of the participants who are interested to the topic that has been talking before.

In linguistics, the study of conversation can be mentioned as conversation analysis. Paltridge (2000) stated that conversation analysis is the basic form of people doing the conversation, exchanging the information, and maintaining the social relations. Conversation Analysis is one of the parts of discourse which is in analysis spoken discourse that we can look from how they manage their conversation interaction in their life. Conversational Analysis is also focused on the organization of social interaction (Wooffitt, 2005). There are some parts of conversation analysis in spoken discourse, those are adjacency pairs, preference organization, turn-taking, exchange structure, repairs, topic management, responses, and structure conversation. In this present study, the researcher concerns in responses and structure conversation that exist in conversation analysis.

Stenstrom (1994) said that the definition of responses is audience’s reply who answer what the speaker said before. The result of audience response is called initiating move. In the process of conversation, every dialogue always has feedback or response related to the topic talked because response is an important key doing

conversation and continuing the communication. While, according to Stenstrom (1994), the process of responding is the next obligatory of an addressee who just responds or exchanges information after the speaker initiates the conversation. In this situation, the speaker has the ways to make efficient conversation and manage the topic of conversation between speaker and addressee. Those are called as the structure conversation.

Structure conversation is method used by speaker to manage the conversation become efficiently in conversational turn (Sacks, Schegloff, & Jefferson, 1974). Based on Rui and Ting (2014, p. 37), the structure conversation divided into two parts that are global structure and local structure. Global structure is the basic structure in talk show. There are three parts of global structure: opening, body, and closing to hold a good conversation (Heritage, 1997). An opening is the fundamental thing in the conversation, while opening in conversation is a beginning of communication when someone wants to talk about something with other people, he/she has to send the signal in the linguistic or non-linguistic way (Schegloff, 1972). In contrast, closing includes a limit of the topic, pre-closing section, and finishing section. Whereas, the local structure is the body of the conversation itself. The parts of the local structure are turn taking and feedback (Rui and Ting, 2014, p. 38).

Nowadays, conversation becomes a common thing in our society. There are two types of conversational interaction: ordinary conversation and institutional interaction. Drew and Heritage (1992) state that institutional interaction is a formal interaction that is created by the institutions which have the purpose for involving

personal relationship among individual. In this case, talk show is one example of institutional interaction. Rui and Ting (cited in Llie, 2006, p. 490) talk show is the program that holds in television or radio with group discussion which consists of host and guest star to discuss the various topic. Generally, the guest star is a group of people who have great experience in being discuss for an episode of the talk show. The host of the talk show usually does the conversation with stimulating, guiding, and facilitating between guest and audiences. Every episode usually has different theme and topic based on the guest who comes in the talk show.

In this case, there are some previous studies which have been done by some researchers about responses and structure conversation in the talk show program. They are Mahbub Hermansyah in 2013, he concerns with *Preferred and Dispreferred Responses in the Dialogues of Junior High School's Electronic English Book*, he focuses on the listening material on that book. Moreover, in 2015 Fuad Hasan analyzed about *adjacency pair in knight and day movie*, this research clearly explained about kinds of adjacency pairs. The last researchers through with the same topic is Rizky Fauzia in 2015, she examines the thesis focuses on the pragmatic point of view, the title that has been finished by her is *A Pragmatic Analysis of the Adjacency Pairs in the Modern Script of Franco Zeffirelli's Romeo and Juliet Movie*. In contrast, a study about conversation structure that has been examining by Siti Fadlilah and Susie Chrismalia Garnida in 2015, the title of their journal is *A Study of Conversational Structure in Television Talk Show "The Talk"*, for analysis of the journal, they focus on the structural elements.

Based on the previous studies above, the researcher finds some researchers, they are Hermansyah (2013); Hasan (2015); and Fauzia (2015) who just analyze response in preferred and dispreferred responses. While, in this present research, the researcher analyze all the kinds of responses that not only focuses on preferred and dispreferred responses. Then, the other researcher, Fadlila and Garnida (2015) who analyze the structure conversation in talk show program focused on the opening and sustaining. In this study, the researcher attempts to fill the gap from Fadlila and Garnida's research that is analyzing the structure conversation including opening, body and closing. Here, the researcher tries to combine between responses and structure conversation for this research because the case has not been examined by the other researchers. Moreover, the researcher focused on the responses used by the host and the guests and the structure conversation used in *The Talk Show* video episode 193 that is guided by John Gruber. This video put from cuioma as the name youtube channel that was published on 9<sup>th</sup> June 2017 with duration more than one hour. In the video, the host of the talk show is John Gruber and the guests are Phill Schiler and Craig Faderighi.

The researcher uses the video as the main source of this study because there are many responses between speaker and the addressee that becomes the data needed, besides that, the video also has the complete duration. The talk show clearly talks about some programs such as Safari, Mac, Home pod, and the other program in Apple's brand. The talk show has a casual conversation between host and guest. The concept of the talk show looks like seminar whisc has many audiences in one theater.

























## 2.3 Conversation Structure

The way from speaker used to manage the conversation become efficiently and smoothly or manage the turn in a conversation called by conversation structure. The purpose of structure conversation is keeping the conversation in order to make good flow and evade overlapping in the conversation. Overlap means when the two speakers speaking at the same time, it means one of them doesn't interest with the topic that had been talking before or maybe both speakers want to maintain their argument. There are three parts in structure conversation, those are opening, body, and closing. Opening and closing in the conversation included in global structure, while the body of the conversation included in the local structure (Rui and ting, 2014, p. 37).

### 2.3.1 Global Structure

Global structure is the basic structure in institutional interaction. The example of institutional interaction is seminar and talk show. Global structure divided into three parts: opening, body, and closing. When we want to discuss something in our group, we must start with "chit-chat". In another way, when we finish the topic we give the conclusion or statement based on what topic we have been discussing before. Global structure includes in three step opening, interaction-oriented body, and three step closing (Rui, 2014).







or experience someone about something this talk show more serious than the other. Last is the late show, usually this talk show showing at night with the comedy situation.

Spontaneous conversation always occurs between host and guest. In talk show program, host is the main subject to give any statement or question, while guest as the object to response any turns from host. In this situation, host has big power of his/her program because they can handle anything that would be happened during the show.

## **2.5 Previous Study**

There are some researchers who have conducted their researches about responses and structure conversation in the field of conversation analysis. The first research comes from Mahbub Hermansyah (2013) that conducted his research about responses. The title of his research is "*Preferred and Dispreferred Responses in the Dialogues of Junior High School's Electronic English Book*". This study analyzed electronic book (E-Book) that usually used by junior high school student and focused on all grade in JHS. This research focused on the preferred and dispreferred responses during teaching and learning in the school. There are four sequences in the research: invitation, request, offers, and apologies. This study focused on the problem of dialogue in the electronic book used in teaching learning in junior high school. In this research, the researcher found dialogue that showed some problems such as did not follow the characteristic of preferred and dispreferred responses, did not show natural conversation and showed an unclear situation. In this study, the research does not find the gaps of the research because

Mahbub gives clear explanation into his analysis and he focuses on one topic that is preferred and dispreferred responses in JHS's book.

The second previous study comes from Fuad Hasan (2015) under the title *Adjacency pair in "knight and day" movie*. He used conversation from two characters of the movie, they are Roy Miller and June Heaven as the main character in "knight and day" movie. He focused on four aspects that are turn taking, adjacency air, preference organization, pre-sequence, and insertion sequence. For this research, the researcher clearly explained about kinds of adjacency pairs such as summons-answer, greeting-greeting, apology-minimization, and etc. he also gave clearly explanation of pre-sequence and insertion sequence. For the result of this research, the researcher found 87 data in kinds of adjacency pairs, 5 data in pre-sequence, and 6 data in insertion sequence. There are 271 turns between Roy and June as the main character of this movie. In the other side, the researcher does not clearly explain about turn taking and preference organization. He should not include turn taking and preference organization because his title talks about adjacency pairs.

The third researcher who conducted the research of responses in the pragmatic point of view is Rizky Fauzia (2015). The title of her research is "*A Pragmatic Analysis of the Adjacency Pairs in the Modern Script of Franco Zeffirelli's Romeo and Juliet Movie*". This study used qualitatively as the main method and the researcher took the data from script movie of Romeo and Juliet. This study also used qualitative method to calculate the number of adjacency and responses in every dialogue. This study gives clear explanation about the types of adjacency pairs: 100 preference sequences, and 36 functions of responses.

However, this research does not give clear and complete explanation of the data analysis and does not focus on one kind of adjacency pairs.

In this case, there are also some researcher who conducted their research on the structure conversation. They are Siti Fadlilah and Susie Chrismalia Garnida (2015). The title of their research is *A Study of Conversational Structure in Television Talk Show "The Talk"*. The researcher used Halliday and Kong Rui theory for analyzing the data in *The Talk's* video. This study focused on the structural elements of conversation in the talk show between host, guest star, and audience. At the end of this study, the researchers conclude that in the talk show has 41 variation elements from opening, sustaining, and closing that was produced by the host, guest, and audiences. Unfortunately, this research just gave symbols for analysis the problem, it can be difficult to understand the meaning of the research. This journal does not have full transcript the conversation of this talk show, just some part of talks about how had been scripted in this study.

After finding the gaps, the researcher found some previous studies that analyzed the responses in book and movie as the object of their study. In this present study, the researcher tries to analyze the responses used in video talk show by Stentrom theory. Based on Stenstrom theory, there are five types of responses such as responses of the statement, question, request, apologies, and thanks. In the same way, the researcher analyzes the structure conversation in talk show video using Rui and Ting as the second theory.











Acknowledging	The responses consist of a direct answer from the addressee with approves/ disapproves.
Agreeing	The addressee's responses consist of accepting from speaker statement.
Objecting	The responses consist of disagreeing from speaker statement.
Complying	The responses consist of addressee straight answer from speaker question.
Implying	The responses consist of implying an answer.
Supplying	The responses consist of unclear responses which gave additional information but not relate with the question.
Evading	The responses consist of to the point answer from addressee to the speaker.
Disclaiming	The responses consist of an unclear response from the addressee.
Accepting	It consists of responses which agree to do something.
Evading	It consists of responses which couldn't do anything.
Rejecting	It consists of responses which disagree to do something.
Thank	It consists of thanks or thanks you like the responses from the addressee.
Apologies	The responses consist of saying sorry or apologies from the addressee.























































Craig Faderghi and Phill Schiller as the guest in the talk show mostly about asking and answering in form of statement. In this case, statement used by them in this talk show is clearly about software, gives clarification also explanation about software in Apple's company.

The second objective of the research question is structure conversation. The researcher finds 33 data of structure conversation includes global structure and local structure. The researcher finds the data that correlated in global structure which has *opening, interaction body, and closing*. The local structure type also found in this research, they are turn taking strategies and feedback. Turn taking is a way to make the conversation smoothly. There are three types of turn taking that used by the researcher to analyze the data, those are turn yielding, turn holding, and turn claiming. Turn claiming is the dominant types of turn taking in this conversation because the guest (Craig and Phill) always become the main speakers when John ask something. Turn claiming itself is starting up the responses, taking over, and interrupting. Furthermore, this talk show showing about new software in Apple, so both Craigh and Phill try to explain as much as they can for their audiences. Besides that, this video also have two feedback in the conversation, such as verbal and non-verbal feedback. The example of verbal feedback includes *mmhm, yeah, right, oh* and non-verbal feedback like expression and body languages that shown by host and guest.

Based on the previous studies above, the researcher tends to discuss this present research with some previous studies. First, previous research who examines the responses comes from Mahbub Hermansyah (2013), Fuad Hasan (2015), and Rizky

Fauzia (2015). The result of their research has a little differences with this present research because the result of Mahbub and Fuad figured out the kinds of responses in preferred and dispreferred response. While in this present research, the researcher just analyzed all the kinds of responses such as responding to statement, responding to question, responding to request, responding to thanks, and responding to apology. Furthermore, the other result concerning responses comes from Rizky who focuses on the pragmatic responses analysis. In this case, both of the previous study and this present research use the same theory from Stentrom (1994).

The second previous research about structure conversation comes from Siti Fadlila and Susie Garnida (2015). The result of their research is same with this present research. The research of Siti and Susie shows the structural elements in the talk show program that are opening and sustaining. However, the researchers do not mention the whole of conversation indicated the opening or sustaining. Therefore, the previous studies support this present researcher to find the new finding that is turn taking strategies and feedback including body of the structure conversation.

In short, in order to complete this discussion, the researcher hopes that the finding of this present research has a good contribution in the society. Hopefully, this present research can help the reader to develop their knowledge for understanding the field of conversation analysis especially in responses and structure conversation











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