REPAIR STRATEGIES IN THE OPRAH'S PODCAST:

FOCUS ON GENDER DIFFERENCES

THESIS

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ABSTRACT

Putri, F. R. S. (2021). *Repair Strategies in Oprah's Podcast: Focus on Gender Differences.* English Department, UIN Sunan Ampel Surabaya. Advisor: Dr. A. Dzo'ul Milal, M, Pd.

Keywords: conversation analysis, repair strategies, podcast.

This thesis scrutinizes repair strategies used in four episodes of Oprah's SuperSoul Conversations by Sacks, Schegloff, and Jefferson (1977) and combine it with language and gender. Three research problems need to be answered in this research: (1) What are the types of repair used by female participants in some episodes of Oprah's podcast? (2) What are the types of repair used by male participants in some episodes of Oprah's podcast? and (3) What are the differences in types of repair used among female and male participants in some episodes of Oprah's podcast?

This research used a qualitative-descriptive method. It meant that the data in this research were gathered by interpreting words. The data were taken from participants' and host's utterances in the selected episodes of Oprah's SuperSoul Conversations. The two episodes' transcripts were collected from YouTube subtitles, and the researcher herself transcribed the others. Afterward, the researcher gathered the data by highlighting each type of repair strategies in different colors and giving timestamps to each type of repair strategy. Then, the researcher classified each type of repair into some tables based on gender by writing the timestamp. After that, the researcher put the whole data on the chart to see the different types of repair among female and male participants. Finally, the researcher discusses and gives a conclusion to answer the research problems.

The result shows that four types of repair strategies (self-initiated self-repair, self-initiated other-repair, other-initiated other-repair, and other-initiated other-repair) appear in female and male participants. In female participants, self-initiated self-repair found 91 times, self-initiated other repair occurred 2 times, while other-initiated other-repair and other-initiated other-repair only appeared 1 time per type. While in male participants, self-initiated self-repair emerged 146 times, other-initiated other-repair appeared 7 times, and self-initiated other-repair and other-initiated self-repair only appeared 1 type per type. The underlying reason of conversation strategies can affect the used repair strategy among female and male participants. Females tend to feel inferior because of the claim from the society that women need to talk perfectly to show their power and social status. While males tend to see conversation as a tool for showing their power, they did not want to rely upon their opinions or ways to talk to the interlocutors.

ABSTRAK

Putri, F. R. S. (2021). *Strategi Perbaikan pada Podcast Oprah: Fokus pada Perbedaan Gender.* Program Studi Sastra Inggris, UIN Sunan Ampel Surabaya. Pembimbing: Dr. A. Dzo'ul Milal, M, Pd.

Kata kunci: analisis percakapan, strategi perbaikan, siniar

Skripsi ini bertujuan untuk menganalisis percakapan yang digunakan pada *Oprah's SuperSoul Conversations* berfokus pada strategi perbaikan oleh Sacks, Schegloff, dan Jefferson (1977) dan dikombinasikan dengan Bahasa dan jenis kelamin. Ada tiga masalah yang harus diselesaikan dalam penelitian ini: (1) tipe-tipe strategi perbaikan apa saja yang digunakan oleh peserta perempuan dalam siniar Oprah; (2) tipe-tipe startegi perbaikan apa saja yang digunakan oleh peserta laki-laki dalam siniar Oprah; (3) apa perbedaan strategi perbaikan yang digunakan antara peserta perempuan dan laki-laki dalam siniar Oprah.

Peneliti ini menggunakan metode penelitian deskriptif-kualitatif. Yang berarti, data dalam penelitian ini dikumpulkan melalui tafsiran kata-kata. Data-datanya diambil dari para peserta dan pembawa acara di episode-episode pilihan dari *Oprah's SuperSoul Conversations.* transkrip dari dua episode diambil dari takarir di YouTube dan dua lainnya ditranskripkan oleh sang penulis. Setelah itu, penulis mengumpulkan data dengan cara memberi warna yang berbeda-beda pada tulisan dan memberi cap waktu di setiap tupe-tipe strategi perbaikan yang berbeda. Lalu, penulis mengklasifikasian setiap tipe strategi perbaikam dalam tabel, berdasarkan jenis kelamin dengan menuliskan cap waktu. Kemudian, penulis memasukkan seluruh data ke dalam grafik untuk melihat hasil perbedaan dari tipe-tipe strategi perbaikan yang digunakan perempuan dan laki-laki. Akhirnya, penulis membahas hasil dan memberi kesimpulan untuk menjawab masalah pada penelitian ini.

Hasil penelitian ini menunjukan ada empat jenis strategi perbaikan (perbaikan mandiri yang diinisiasi sendiri, inisiasi mandiri yang diperbaiki lawan bicara, perbaikan mandiri yang diprakarsai lawan bicara, dan perbaikan yang diprakarsai dan diinisiasi oleh lawan bicara) muncul dalam peserta perempuan maupun laki-laki. Pada peserta perempuan menunjukan perbaikan mandiri yang diinisiasi sendiri muncul sebanyak 91 kali, inisiasi mandiri yang diperbaiki lawan bicara muncul sebanyak 2 kali, sedangkan perbaikan mandiri yang diprakarsai lawan bicara dan perbaikan yang diprakarsai dan diinisiasi oleh lawan bicara hanya muncul 1 kali pada masing-masing tipe. Sementara pada peserta laki-laki terdapat, perbaikan mandiri yang diinisiasi sendiri yang muncul sebanyak 146 kali, perbaikan yang diprakarsai dan diinisiasi oleh lawan bicara muncil sebanyak 7 kali, dan tipe inisiasi mandiri yang diperbaiki lawan bicara dan perbaikan mandiri yang diprakarsai lawan bicara muncul sebanyak 1 kali pada tiap tipenya. Alasan mendasar pada strategi komuniksasi antara perempuan dan laki-laki adalah penyebab terjadinya perbedaan strategi perbaikan yang digunakan antara perempuan dan laki-laki itu sendiri. Para perempuan sering merasa lebih rendah diri karena tuntuan masyarakat untuk bertutur kata sesempurna munfkin untuk menunjukan kekuatan dan status sosial pada perempuan. Sedangkan laki-laki lebih

menganggap percakapn sebagai alat untuk menunjukan kekuatan mereka, oleh sebab itu laki-laki tidak ingin mengandalkan pendapat atau cara mereka berbicara kepada sang lawan bicara.

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CHAPTER I

INTRODUCTION

This chapter shows a substantial approach to conduct this research. It divides into five parts, the background of the study, research problems, the significance of the study, scope and limitation, and the last is the definition of key terms.

1.1 Background of the Study

The conversation has an essential role in human beings because it is one of the keys to live this life. Humans have to make the conversation because every person needs to talk with someone else to know one another and maintain social interaction. Liddicoat (2011, p. 1) stated that conversation as a method helps people interact, improve, and continue their relationships. The aim of the conversation itself is to understand the context or the topic by all of the parties. Since conversation is a crucial aspect of life, there is an approach that discusses it, which is called conversation analysis.

Sidnell (2010) explains that the first appearance of conversation analysis is the research collaboration of Harvey Sacks, Emanuel Schelgoff, and Gail Jefferson in the 1960s. According to Hutchby and Wooffitt (2008, p. 12), conversation analysis is the study of recorded audio, which are naturally occurring talk-in-interaction. So, conversation analysis is an approach to analyze natural speech to maintain communication. The goal of conversation analysis is to find out how two or more people can understand and respond to one another in each turn with the main focus on the talk sequence (Hutchby & Woffitt, 2008, p. 12). So, conversation analysis aims to discover how good a conversation flows by all the

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parties to avoid misunderstanding. Conversation analysis is under the scope of any linguistics branch, for instance, pragmatics, sociolinguistics, and discourse analysis.

Since conversation analysis has a broad scope, the researcher found some previous studies in different subjects. Some researchers had already researched about the types of conversation analysis in each different talk show (Faizah & Kurniawan 2016; Ismaliyah 2015; Pamungkas 2012; Prastowo 2016). In comparison, Jannah (2014) applied conversation analysis that focuses on turn-taking in The Social Network film. While, Akmaliyah (2014) and Aulia (2018) analyzed types of conversation analysis in the direct conversation. Moreover, Suwandi (2019) analyzed one of the types of conversation analysis, which was interruption and combining with gender & power in the presidential debate. From that, conversation analysis is an exciting approach and having a broad scope as the data because the conversation always occurs in every day's life.

Conversation analysis has some scopes, including adjacency pairs, preference organization, turn-taking, and repair (Paltridge, 2007, p. 107). The adjacency pair is that all speaking parties can follow up the previous utterances to reach the communication goal. In contrast, preference organization is the option that one of the participants wants to choose as an expected or unexpected answer. Turn-taking is the way participants manage their turn to speak. While, repair strategies mean that the speakers or the interlocutor correct the error words they already said.

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According to Liddicoat (2011, p. 172), repair is one of the mechanisms in talk, which has a definition, a method managing the difficulties that emerge in talk. Conforming with Paltridge (2006), the repair is how a speaker or hearer corrects the utterance that the speaker or someone else has said and ensures what they have understood in a conversation. A repair strategy is a mechanism to fix the speaker's trouble when s/he makes error words. There are four types of repair strategies, and those are self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair.

Noticing repair strategies is a fascinating method to straighten the wrong utterances by correcting the error words. The researcher found several previous studies that used repair strategies to become the topic in many kinds of data. Some studies conducted repair strategies in the talk show (e.g. Baity 2019; Rahayu, 2016; Rheisa, 2014), they found self-initiated self-repair became the highest result that occurs in repair strategies. In comparison, Hidayah (2015) researched the types and functions of repair in the movie script and found 4 types, those are self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair. She also found 7 function of repair strategies, thise are to ask, clarified, replaced, suggest, assert, explain, and convince. Meredith and Stokoe (2013) investigated repair focusing on self-initiated self-repair and self-correction, comparing Facebook chat and direct utterance. Al-Harahsheh (2015) and Hosoda (2000) also examined the repair used in university students, but both studies' focus was different. Al-Harahsheh (2015) focused on self-initiated repair and it found 20 self-initiated repair structure. Hosoda (2000) concentrated on

other-repair and it reveals that the importance of interlocutor's mutual orientation to each other can shape other-repair and the response of repair.

Furthermore, there are researches about the different repair strategies used among female and male participants (Chalak & Karimi, 2017; Fotovania & Dorri, 2014; Puspitarani, 2021). Chalak and Karimi (2017) and Fotovania and Dorri (2014) are conduct repair strategies researches in EFL learners. And Puspitarani, 2021 conduct the research in presidential debate. Fotovania and Dorri (2014) used Cho and Larke's theory (2010). It reveals 3 results: firstly, single gender classes used more repair strategies than mixed gender classes. Secondly, there was no difference in using repair strategies based on the learners' gender. And lastly, there also no difference in using repair strategies based on the teachers' gender. In comparison, Chalak and Karimi (2017) used Schegloff, Sacks, and Jefferson's theory (1977), it found that other-initiates self-repair often occurred in both female and male classrooms. Puspitarani (2021) found four types of errors and two types of repair strategies used by presidential candidate in 2016 presidential debate. From that explanation, the researcher is interested in researching about repair strategies. Because repair is one of the essential roles in speaking discourse. It makes the meaning of a conversation evident and can decrease the misinterpreting between the speaker and hearer. However, previous researches in this field have limited to investigate the types of repair. Therefore, the researcher curious about is there any relation between the characteristic of men and women in talk and repair strategies or not. So, this research analyzes the repair strategies (Schegloff et al., 1977) combining with language and gender. The researcher

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interested in combining repair strategies and language and gender because repair strategies is one of the most used in the conversation to correct the error utterances (Paltridge, 2006) while language and gender is the way each gender delivers their mind through speech.

Coates (2013) states that men and women have different conversation styles, either in the same sex or mix sex conversation. Men and women have their style to utter compliments or to say sorry. Women also talk more than men and tend to more polite than men (Coates, 2013, p. 86). Gender and conversation strategies appear because some different styles occur among females and males and caused by the difference in life's concerns. Males tend to see life as a competition, so they care about their powers. In contrast, females tend to see life as a community to find more social relation (Tannen, 1990, p. 9).

Since language and gender are excited topics to discuss, the researcher has found several studies that already researched gender and conversation strategies, Juwita, Sunggingwati, and Valentien (2018) researched men's and women's language in the movie as the data. While Sari, Puspani, and Mulyawan (2016) analyzed men's and women's language in everyday conversation. Furthermore, Broadbridge (2003) investigated the differences between men's and women's speech in natural utterances by some people. The previous studies have many kinds of subjects that become data, but none researched podcasts as data. So, the researcher is curious about conducting research using a podcast as her data to analyze repair strategies by Schelgoff, Sacks, and Jefferson (1977) combining with language and gender.

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Based on Lexico's web (n.d.), a podcast is a digital audio file for downloading to a computer or phone, and this file is typically available as a series of new installments that can be received automatically. A podcast is audio data uploaded on the internet, and listeners can stream or download it through their gadget and listen to it whenever and wherever they want. The podcast's concept is almost the same as the radio, but it can be downloaded and listened to repeatedly. Podcast also has broad choices, starting from reading audiobook, comedy entertainment, sharing life hacks and life's story, and discussing recent political issues. There are many choices for the audience to listen to everything anywhere and anytime.

These days, a podcast is a popular platform to express people's thoughts because of technology's easiness. Every podcaster, the podcast maker, has their way of delivering their thoughts. Thus, many people listen to different podcasts because they want to see topics from a different perspective. The importance of analyzing podcasts in this research is to help audiences know that podcast can analyzed using linguistics study.

Considering that there are hundreds or probably a thousand podcasts on many digital platforms, the researcher is excited to analyze Oprah's podcast called Oprah's SuperSoul Conversations. It was inspired by her program named SuperSoul Sunday. Her podcast linked to the program itself, but some interviews do not appear in her program. Oprah's SuperSoul Conversations is a special podcast because Oprah's personal selection to interview the best people worldwide contains the motivation to awaken, explore, and connect the deeper meaning of the world around the audiences. In the Oprah's website (n.d., para. 2)

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his podcast's goal can light, guide, and help the audiences answer the big question and bring the audiences to the best life. Behind the encouraging goal, there is an inspiring person, Oprah Winfrey. Oprah is the first African-American woman that owns a production company named Harpo Productions. She is also trying her best to abolish child abuse. Conforming to the website of National Women's Hall of Fame (n.d., para. 2), Oprah has a significant impact on the planning, lobbying, and passage of the National Child Protection Act in America, which President Clinton signed in 1994. Besides that, Oprah is also a philanthropist, and she is running The Oprah Winfrey Foundation and The Oprah Winfrey Operating Foundation. Through her charm, she must connect to the other inspiring people who will or are invited to her interviews, which aligns with the podcast's goal. So, it makes the researcher excited to research using Oprah's podcast. This podcast can listen to digital platforms such as Spotify, Apple Podcast, YouTube, and other platforms. The researcher chooses Spotify and YouTube to listen to the podcast because it can be downloaded on many gadgets such as mobile phones and laptops. So, it makes the researcher easier to listen to the podcast.

Since many episodes in Oprah's SuperSoul Conversations already aired, the researcher sorted four episodes of it that become this research data. The researcher will choose two interviews with female participants, entitled Oprah and Lady Gaga: Your Life in Focus and Melinda Gates: The Moment of Lift. In comparison, the titles for the interviews with male participants are Oprah and Dwayne Johnson: Your Life in Focus and Bob Iger: The Moment of Lift. The researcher chooses these 4 of the episodes because it has interesting topic, also it

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has two ways conversation or it can be called interview. The interview itself means the way of having communication between the interviewer and the interviewee. The host seeks information from the participants. So, there will be many question and answer sessions that make an active conversation. Active conversation means both parties engaging with each other by what they are talking about, in which the host and participants will pay attention to one another. When one of them is making error words, the interlocutor will help repair the error words if the speaker cannot repair it by themselves. Moreover, this is where the repair strategies often occur. Besides, all of the episodes inspire and give life lessons by sharing their success or life story. Every person has their struggles and ways to get out of that. It can be helpful for the audiences because they can get many insights from the guests or Oprah herself. The audiences also can look at a problem from different perspectives when listening to Oprah's podcast.

Nowadays, a podcast is one of the attractive media because everyone can make or listen to it. Therefore, some researchers had already investigated the podcast as their data, and most of them focused on new learning media in the education system (Evans, 2007; Hasan & Hoon, 2013; Jham, Duraes, Strassler, & Sensi, 2008).

The earlier studies of podcasts concentrated on the effectiveness of learning strategies in education. This present study focuses on analyzing podcasts in linguistic scope by using the conversation analysis approach and concentrating on the repair strategies that used repair strategies theory by Schelgoff, Jefferson, and Sack (1977). Besides that, the two prior studies (Chalak & Karimi, 2017;

Fotovania & Dorri, 2014) showed no significant distinct repair strategies among female and male participants in EFL learners. So, the researcher is curious to compare repair strategies among female and male participants in English as Native Language (ENL) participants as the subject of this research.

This research aims to analyze the repair strategy and compare female and male participants' repair strategies. The last thing is, the researcher hopes that this research can be helpful for the readers to increase the knowledge about repair strategies and language and gender. The researcher also hopes this research can be helpful for reference to continuing the other linguistics study.

1.2 Research Problems

1. What are the types of repair used by female participants in the Oprah's podcast?
2. What are the types of repair used by male participants in the Oprah's podcast?
3. What are the differences in types of repair used among female and male participants in the Oprah's podcast?

1.3 Significance of the Study

The importance of this study is to investigate the conversation analysis, mainly on the repair's types in Oprah's SuperSoul Conversation. Besides that, the significance of the study can increase the readers' knowledge theoretically and practically.

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Theoretically, the readers can learn about conversation analysis, especially in repair, and the theory about conversation strategies because the researcher wants to examine it. Practically, the researcher hopes this research could benefit the following researchers who expect to establish new research in the same or similar field.

1.4 Scope and Limitation

This research's primary concern is analyzing the conversational analysis approach that focuses on repair strategies by Schegloff et al. (1977) and combines with language and gender. This research's data take from Spotify and YouTube. The limitation of this research only used the participants' utterances as the data. The podcast's introduction, advertisements, and the audiences' noise will not be transcribed.

1.5 Definition of Key Terms

1. Conversation analysis is an approach to scrutinize the communication across speakers every day of life.
2. Repair strategy is the action to fix the trouble-source in the conversation.
3. Podcast is an audio or audio-visual program, and it can be downloaded and streamed everywhere and anytime through digital platforms.

CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter consists of theories that require for this research. The researcher combines two approaches for conducting this research. Those are conversation analysis that concentrates on repair strategies and language and gender.

2.1 Conversation analysis

Sidnell (2010) explains conversation analysis (hereafter, CA) first appeared by the collaboration of Harvey Sacks, Emanuel Schelgoff, and Gail Jefferson in the 1960s. Three of them inspired by two sociologists, Erving Goffman and Harold Garfinkel. Goffman (cited in Heritage, 2005, p. 103) states that conversation analyst begins with interactional reflects the macro social in society. While, Garfinkel states that analyzing conversation need to be fill out by recognizing the importance of understanding and intersubjectivity. Particularly, this approach focusing on the way participants share and understand each other opinion of where they are in social interaction (Heritage, 2005, p. 104). Since, conversation analysis begin to separate from subdiscipline of sociology and become independent area (Liddicoat, 2007).

CA is a fundamental methodological approach to studying spoken interaction (Wooffitt, 2005, p. 5). Conforming with that, Paltridge (2006, p. 106) states that CA is an approach for analyzing the spoken discourse that looks at how people manage their daily communication. Hutchby and Wooffitt (2008, p. 12) states that CA is the study of recorded talk-in-interaction that naturally happens among

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speakers. Thus, CA is an approach to analyze the spontaneously talk-in-interaction in daily life.

According to Hutchby and Wooffit (2008, p. 12), the aim of CA is to determine whether the participants understand the topic or not, and to know how to response to one another in their turns at talk. Thus, there are some scopes that contain in CA.

2.2 The Scope of Conversation Analysis

CA is used to analyze the daily conversation, and the conversation is very complicated because it involved psychological, social, and other aspects. CA has some scope; those are turn-taking, adjacency pair, preference organization, and repair strategies (Paltridge, 2007, p. 107).

According to Paltridge (2006, p. 106), turn-taking analyzes how people take and maintain turns in spoken interaction. According to Drew (cited in Fitch & Sanders, 2004, p.80), turn-taking is the fundamental of an organization for a conversation that the participants take a turn to talk. Pause and overlap in conversation can be the mark of turn-taking.

According to Levinson (1983, p. 303), the adjacency pair is the kind of paired common utterances. In other words, there are match utterances in conversation, for instance, question-answer, greeting-greeting, offer-acceptance, apology-minimization, etc. In line with the previous statement, Paltridge (2006) explains that the adjacency pair is the statement made by two following utterers. The second speaker utterances are related to the previous utterances as a predictable answer by the interlocutor. For example, the first speaker said, "good morning,"

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and the second speaker answered, "Hi, good morning." So, the adjacency pair means match utterances; if one of the participants utter something, the interlocutor is expected to react or answer something relevant to the previous one.

In contrast with the adjacency pair, preference organization is the second speaker's way to express their opinion according to the previous utterances (Levinson, 1983, p. 307). It means that not all of the talking parties' responses are related to the previous utterances; one speaker can choose alternative answers. The interlocutor can accept what the first speaker said as the expected answer. Moreover, the interlocutor can argue, and it can be unexpected by the first speaker. Therefore, preference organization is the second speaker's choice to respond to the preceding utterances. The second part could accept or reject the first speaker's opinion.

2.3 Repair Strategies

The repair strategies were first developed by Emanuel Schegloff, Gail Jefferson, and Harvey Sacks in 1977. They mentioned that repair strategies are generally understood as replacing an error or mistake word with the correct one (Schegloff et al., 1977, p. 363). The other word, error utterances that the speaker makes, is called trouble source (Sidnell, 2010, p. 110). Paltridge (2006) stated that repair strategies are the utterer's or the interlocutor's way to fixes the trouble source. According to Liddicoat (2011, p. 172), the repair strategy is a conversational mechanism: a set of techniques designed to deal with the kinds of difficulties in talk. Match with the previous statements, Schegloff et al. (1977) explained that repair strategies focus on how the repair agent repeats and

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corrects the problems in talking through listening and understanding the utterances.

Schegloff et al. (1977) researched self-repair and other-repair initially, and they realized that self-repair and other-repair could have the chance of failure because the speaker or the interlocutor could have forgotten the word that they had said. Therefore, they noticed that the trouble-source fixer did not always initiate the repair organization. So, both of the parties, the self-repair or other-repair, can be developed as the repair initiation, so it becomes self-initiation of repair and other-initiation of repair. Levinson (1983, p. 340) explained self-initiated is a repair strategy by the speaker without a hint or the speaker correct immediately, while other-initiated is the interlocutor or the speaker correct the error word after a hint by others. Therefore, Schegloff et al. (1977) had evolved repair strategies into four types.

2.3.1 Types of repair

According to Liddicoat (2011, p. 210), Schegloff, Sacks, and Jefferson. have proposed some type of repair based on the one who has initiate to repair the problem in talk and the one who makes repair. Those are, self-initiated self-repair, self-initiated other-repair, other-initiated, self-repair, and other-initiated other-repair. For further explanation as it follows.

2.3.1.1 Self-initiated self-repair

Self-initiated self-repair means the way to correct the speaker's utterances without another person's clue (Liddicoat, 2011, p. 210). Kitzinger (cited in

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Sidnell & Stivers, 2012) stated that self-initiated self-repair is the trouble source speaker has to realize the mistake and produce the correct word. The trouble source speaker has conscious of what s/he has said was wrong and immediately corrected the mistake.

> Example:
> Ken: sure enough, ten minutes later *the bell r-* **the doorbell rang**
> (Schegloff, et al., 1977, p. 363)

The example above shows that Ken made an error word which 'the bell r-', then he corrected the trouble source into "the doorbell rang." Ken is the trouble-source speaker who has initiated himself to repair the error word without other people's clue. That example also in line with Kitzinger's statement (cited in Sidnell & Stivers, 2012), the trouble-source speaker stopped their utterances to deal with something they have said is considered a problem.

2.3.1.2 Self-initiated other-repair

Self-initiated other-repair is the current speaker realizes the error words in the same turn, but the interlocutor would repair the trouble words in the next turn (Liddicoat, 2007, p. 180). In line with the previous statement, Clift (2016) stated that this type occurs because of the collaboration between the trouble-source maker and the interlocutor. To sum it up, the speaker is the trouble-source maker and has initiated to repair it, but the interlocutor fixes the trouble-source.

> Example:
> B: he had this uh *Mistuh w- whatever k- I can't think of his first name,* ***Watts on, the one that wrote that piece.***
> A: **Dan Watts.**
> (Schegloff et al., 1977, p. 364)

In that example, two participants were involved. B as the speaker that made trouble-source and A as the interlocutor. B forgot someone's first name and made some error words by saying, "mistuh w- whatever k- I can't think of his first name," Then B has initiated to repair it by saying, "Watts on, the one that wrote that piece". Later, A responded with "Dan Watts," which was the correct word.

2.3.1.3 Other-initiated self-repair

Kitzinger (cited in Sidnell & Stivers 2012) defined other-initiated self-repair as a repair that initiates the trouble-source is the interlocutor, but the speaker corrects it. According to Liddicoat (2007), other-initiated self-repair is where the interlocutor, as an error word receiver, recognizes the problem and gives a hint to the speaker s/he corrects the problem. Thus, the speaker fixes the error words by the interlocutors' hint. In other words, the person who initiates the hint is not the same person who delivers the repair solution (Kitzinger in Sidnell & Stivers, 2012, p. 231). This type of repair generally uses *what?, who?, where?, when?, huh?, you mean?*, and repeat the trouble-source turn as the hint.

> Example:
> A: Well, who are you working for.
> B: Well, I'm working for *the Amfat Corporation*
> A: *the who?*
> B: **Amfah Corporation. It's a holding company.**
> A: oh, yeah.
> (Schegloff et al., 1977, p. 368)

The example above represents A as B's interlocutor. A did not hear or did not understand what corporation B is working for and A said "the who?" as showed

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in turn (3). Then, B is the trouble source maker, corrects the error word, and adds little information about the corporate.

2.3.1.4 Other-initiated other-repair

According to Liddicoat (2011, p. 210), other-initiated other-repair is the interlocutor of the trouble-source item, give both a clue and correct the trouble-source in the talk. In other words, the first speaker is the trouble-source maker, and the interlocutor realized the problem and fixed it without expecting the speaker to solve the problem.

> Example:
> B: how long you gonna be here?
> A: *uh- not too long. Uh just til uh Monday*
> B: ***Til- oh you mean like a week f'm tomorrow.***
> A: yeah
> (Schegloff et al., 1997, p. 369)

The example above showed B as the interlocutor of A. B asked, "how long…?" B expected that A would answer it with the exact number, but A answered, "not too long. Uh, just til uh Monday". B realized the trouble-source that A did not answer it with the exact number. Then, B fixed the utterances that A would stay for a week or seven days.

2.4 Language and gender

The phenomenon of language and gender exists because there are some different perspectives of social structure, consistency, and rights, leading to the unequal status of men and women (Jinyu, 2014). According to Tannen (1990)**,** men and women saw life from different points of view. Men assumed life is a contest, so men tend to maintain independence and avoid failure. While women

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saw life as a community, they struggle to maintain their affection and avoid isolation from others. Because of this, men and women have different ways to converse.

Zimmerman (cited in Jinyu, 2014) assumed that men have full power in society. In line with Gu's statement (2013), men tend to be concerned with powers and desire to be leaders. So, the way men speak is tended straight to the point and interrupt others' conversation to reflect their social powers and controlling force. Besides, men likely to repair other's utterances to correct the error words through the interrupting process. Also, it was caused by a sense of superiority that men have. Other than that, men also tend to avoid failure, so it possible that men used self-repair to correct their trouble-source.

Women are placed in a subordinate role during the conversational process (White, 2003). Moreover, Jinyu (2014) states, "They were slaved in a subordinate position and only played a decorative role in the society." Match with the previous statements, Lakoff (1973) also explained that women are made to accept the reality that they deserve to be denied power access because of the incapability of their intelligence or education. Because of women's inferiority, they used language to build up their subordinate status (Lakoff cited in Holmes, 2013). Agreed with that, Jinyu (2014) stated that women's language tends to be kind and polite while men are relatively simple, arrogant, and firm in common concept. Gu (2013) also explained the same thing, women speak indirectly, gently, and implicitly because expressing feelings is more important for women. Since

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women used language as politely as possible, women were likely to use self-repair because they had to think about appropriate words before speaking.

According to Coates (2013), women and men use hedges, tag questions, questions, commands and directives, swearing and taboo Language, and compliment differently. Women tend to apply hedges, tag question, question, and compliment more often than men. In line with Tannen (1990, p. 9), women tried to maintain social relationships among the community. According to Trudgill (cited on Jinyu, 2014, p. 93), women also pay more attention to social status. So, women use that kind of type to be more polite and be admitted by society. While the way men and women expressing command and directive, swearing and taboo language were different. Men considered command and directive others can confirm the higher status, while the other accepts the instruction considered to have lower status (Tannen, 1990, p. 10). In consonance with Coates (2013, p. 95), men tend to selected rough instruction, while women tend to used subtle instruction. For the swearing and taboo language, Lakoff (1975) asserted that men are cursed such as damn, shit, etc. more robust than the woman. While in the research of Chesire (cited in Coates, 2013), in adolescent speech, it claimed that, particularly from a working-class background, it tends to use taboo language and aim to be cool. Moreover, the girls from this background, aiming to overthrow traditional gender roles.

RESEARCH METHODS

This chapter presents the critical process for conducting this research. It divides into various parts, which are research design, data collection, and data analysis.

3.1 Research Design

This research used the descriptive qualitative research method. Based on Corbin and Strauss (2015, p. 4), qualitative research is a form of the researcher in which the researcher or co-researcher collects and interprets data, making the researcher become the part research process as the participants and the data they provide. According to Crossman (2020, para. 1), qualitative research is a form of research that gathers and works with non-numeric data and tries to interpret the data. This present research provided a descriptive-qualitative method to gather the participants' utterances and the host in Oprah's SuperSoul Conversations podcast.

3.2 Data Collection

This subchapter clarifies about how the researcher gather the data for this research. It divides into some parts, first, research data that explains what data that used in this research. Second, data source explains about the data itself. Third, instruments that describe about what kind of instrument that used to gather this research's data. Last, data collection techniques that explains about procedure that used to gather the data.

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3.2.1 Research Data

The data gathered from 4 episodes of Oprah's SuperSoul Conversations podcast that took from Spotify and YouTube. This research's data focused on the form of utterances by the participants and the host that contain repair strategies on both participants and host. The researcher divided those episodes into two participants category. First, two episodes that invited female guest stars that as participants for this research data. Second, the rest of the episodes invited male guest stars as participants. Other than that, those four episodes were chosen because it consisted of two different concepts, those are about healthy lifestyle and discuss about participants' book. Each concept consists of female and male participants. Thus, the researcher thought that would be fair enough to make these four episodes as the research's data and compare it.

3.2.2 Data Source

The data source of this research used four interviews in Oprah's SuperSoul Conversations podcast on Spotify and YouTube. Oprah interviewed many respected and great people in this podcast, for instance, artists, best-selling authors, religious leaders, mental health experts, and many inspirational figures. This research chose four episodes in Oprah's podcast. There are Oprah and Lady Gaga: Your Life in Focus that has 55 minutes duration and uploaded on January 9, 2020, Melinda Gates: The Moment of Lift that has a duration of 36 minutes and uploaded on April 29, 2019, Oprah and Dwayne Johnson: Your Life in Focus that has 59 minutes length and uploaded on January 29, 2020, Bob Iger: The Ride of

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Lifetime that has 41 minutes and uploaded on September 30, 2019. Hence, the total duration of 4 episodes in Oprah's podcast is around 2 hours and 7 minutes.

Lady Gaga, Melinda Gates, Dwayne Johnson, and Bob Iger are successful and inspirational people from different life backgrounds. These participants have their charm through their life's story, but they still want to help other people, and it can convince the listeners that many kind people want to help each other. Furthermore, since the participants have different life backgrounds and stories, they can give the listeners insight into how to face life's problems, enjoy the little things in life and the other aspects.

The researcher used the utterances of Lady Gaga, Melinda Gates, Dwayne Johnson, and Bob Iger as the participants and Oprah as a host, which become the data of this research subject. Lady Gaga is a famous artist and singer in the world. She famed because of her song, acting career, controversial fashion, and achievements, but behind that, she has a mental health issue, chronic pain, personal trauma, and her ambition to help other people. Gaga shared with Oprah in Oprah's podcast. Meanwhile, Melinda Gates is Bill Gates' wife. According to Bill and Melinda Gates foundation's website (2020, para. 1) Oprah also a philanthropist and co-chair of the Bill and Melinda Gates Foundation. In Oprah's podcast, they discussed Melinda's book entitled The Moment of Lift, which mostly deliberate about empowering women. They also talked about Gates' foundation that already donated $50 billion to improving justice, health, and education in the United States and worldwide.

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While for the male participants, the researcher selected Dwayne Johnson and Bob Iger. Dwayne Johnson, also known as The Rock, is an actor, writer, professional wrestler, and businessman. Since he has many roles, he also has so many experiences in many aspects of life. So, he shared it in Oprah's podcast and talked about the optimism to believe and become the truth of ourselves. Bob Iger was the CEO of Walt Disney Company from 2005 until last January 2020. For now, he is an executive chairman of Walt Disney Company. Pursuant to Forbes Magazine (cited in Walt Disney's website, 2020, para. 1 & 4), Bob Iger succeeded bring Disney company to become the most reputable company in America and the world since 2006-2019. Oprah and Bob discussed his book entitled The Ride of Lifetime, which examined his life career and talked about his friendship with Steve Jobs.

3.2.3 Instruments

The instrument used for analyzing this research is human. The researcher used a descriptive qualitative approach. Corbin and Strauss (2015, p. 4) stated that the researchers take place as much as a part of the research process as the participants and the data they provide. It means the researcher collected, identified, and clarified the data by herself.

3.2.4 Data Collection Techniques

1. Searching the podcast

The researcher searched Oprah's podcast on Spotify that invited female and male participants. Then, the researcher selected four episodes in Oprah's

podcast. Two of the podcasts' transcription were downloaded through the internet, and the researcher herself transcribed the others.

2. Downloading the podcast's transcription

The researcher downloaded the transcription of Oprah and Lady Gaga: Your Life in Focus, and also Oprah and Dwayne Johnson: Your Life in Focus episodes. There are few steps to download the transcripts:

- The researcher opened the interview on YouTube and clicked the link in the description box.

- Then, the researcher copied the transcript in Microsoft word.

3. Transcribing the podcast

The researcher transcribed the utterances from two episodes. Those are Melinda Gates: The Moment of Lift; and Bob Iger: The Ride of Lifetime. The researcher chose to transcribe it because there was no transcription yet on the internet. There is following step in the transcribing process:

- The researcher listened to the podcast and typed the utterances in Microsoft word at the same time. Also, the researcher listened to it carefully and repeatedly to get precise data.

4. Selecting data

The next step is selecting the data, which means the researcher selected the utterances that contain repair strategies by giving an underline and time stamp in the data transcription.

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3.3 Data Analysis

1. Identifying data

The first step to analyze the data is identification. In this step, the researcher identified the utterances in some episodes of Oprah's SuperSoul Conversations podcast that contains repair strategies. To make it easier, the researcher highlighted each type of repair in the data transcript, such as yellow for self-initiated self-repair (SI-SR), green for self-initiated other-repair (SI-OR), turquoise for other-initiated self-repair (OI-SR), and pink for other-initiated other-repair (OI-OR).

2. Classifying data

After the researcher got the data through identification with the mark of highlighter, the researcher classified them into two groups, which female and male participants, then calculate the total of utterances in each type. The researcher used the table to classify the data to make it clear. Table 3.1 shows how the researcher classified the types of repair on each gender of the participants. The data input in this table is based on the minutes of the data that appear in the podcast.

Table 3.1: Classifying Data for Each Gender Participants

Title	Types of repair			
	SI-SR	SI-OR	OI-SR	OI-OR
Oprah and Lady Gaga: Your Life in Focus	00:04:43; 00:04:47-00:04:48; 00:06:27-00:06:33;		00:49:34-00:49:38	
Melinda Gates: The Moment of Lift	00:01:50-00:01:51; 00:02:01-00:02:04;			
TOTAL				

Afterward, the researcher made a chart to compare each type of repair strategies among female and male participants.

Figure 3 Error! No text of specified style in document.**1: Classifying Data to Compare Repair Strategies Among Each Gender**

3. Discussing

In this step, the researcher provided further explanation of this research's result to answer research problems. The researcher also discussed it by using language and gender.

4. Drawing a conclusion

The last step is the researcher gave a conclusion from all of the answers to the research problem. The conclusion would be a brief part to complete this research.

CHAPTER IV

FINDINGS AND DISCUSSIONS

This chapter consists of two sub-chapters, those are finding and discussion. The research findings present the result of this research. The discussion part provides an analysis of this research result and previous studies. This chapter also presents to answer research questions.

4.1 Findings

To find the result, the researcher used repair strategies established by Sack, Schegloff, and Jefferson. Repair strategies consist of self-initiated self-repair (SI-SR), self-initiated other-repair (SI-OR), other-initiated self-repair (OI-SR), and other-initiated other-repair (OI-OR). Additionally, the researcher discusses the different types of repair uses among female and male participants. To examine what makes different types of repair among female and male participants, the researcher uses language and gender approach.

4.1.1 Repair Strategies Used by Female Participants

This part explains about the repair strategies used by female participants in Oprah's podcast. Those female participants are Lady Gaga and Melinda Gates. Lady Gaga shares about her struggle when having chronic pain and mental illness. While Melinda Gates shares about her book called The Moment of Lift that tell the reader about the world can be change through empowering women. The following table showed the result.

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Table 4.1: Repair Strategies Used by Female Participants

Title	Types of repair			
	SI-SR	SI-OR	OI-SR	OI-OR
Oprah and Lady Gaga: Your Life in Focus	40	2	1	1
Melinda Gates: The Moment of Lift	51	-	-	-
TOTAL	**91**	**2**	**1**	**1**

As showed in the table above, the researcher found four types of repair strategies in Lady Gaga's interview, and one type of repair strategies in Melinda Gates' interview. Self-initiated self-repair became the highest type of repair that appears on female participants. Other-initiated self-repair and other-initiated other-repair became the lowest result in female participants. The detail explanation as it follows.

4.1.1.1 Self-Initiated Self-Repair

Self-initiated self-repair (hereafter, SI-SR) is one of the repair strategies that the trouble sources speaker has initiated and repaired the error utterances by themselves. The researcher found SI-SR 91 times, as shown in the examples below.

Data 1:
LG: I think my greatest spiritual awakening actually has been quite recent. **I think it's that -** _I realize that I have the chronic pain that I have for a reason_ (00:26:27-00:26:33)**.** And I don't mean to be, like, God gave it to me. You know? And I also don't believe in that, like, you know, karma thing where you're sick because you did something bad.

Oprah asks Lady Gaga the most significant spiritual awakening for her and answers it with the utterance above. The bold words above show the trouble-source, and the underline means she indicates by herself, while the italic is the

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repair words, which is Lady Gaga (hereafter, LG). LG makes a mistake by saying,

"I think it's that" which indicates that she was is sure enough with her utterance.

Then after a short pause, she corrects herself into "I realized that I have the

chronic pain, that I have for a reason." LG tries to emphasize that she has a

spiritual awakening after having chronic pain. The data below is another example

of SI-SR by another female participant.

Data 2:

> MG: yeah. **And we both** – *because we both* (00:03:34-00:03:35) came from families who believed in giving back. My parents gave a lot of community service through the church. Bill's family was very involved in philanthropy in Seattle. And **we both just knew-*so we'd never been to Africa before*,** (00:03:47-00:03:50) in the fall of 1993 we were gonna get married subsequently in January '94, we both went on our first trip to Africa and we went because **we were gonna do a** – **you know** – *which we did beautiful safari* (00:03:58-00:04:00) with other couples, we saw the other animals, the plants, we loved it. But, it really something was about the people that just touched us –
>
> The data above shows that Melinda Gates (hereafter, MG) made three SI-

SR in one turn. The first one is when she responds to Oprah's statement about

what MG and her husband have to do with the great wealth of the Gates family.

She made error words by saying, "and we both," then she repaired with "because

we both" which means she wanted to explained the beginning of the Bill &

Melinda Gates Foundation.

MG made an SI-SR again by saying, "We both just knew" then after a

short pause, she repaired it with "so we'd never been to Africa before" because

she wanted to describe the cause of Gates foundation started to pay attention to

health for people around the world. It started on their trip to Africa. Then MG also

made her last error utterance made by saying, "we were gonna do a" it means that

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MG and her husband would take a trip to Africa and it might happen or not, while they already took their trip, so she changed it into "you know, which we did beautiful safari."

4.1.1.2 Self-Initiated Other-Repair

The researcher found that this type only occurs two times on each participant. This type has a definition that the speaker is the trouble maker and has initiation or clue about the problem word, but the interlocutor corrects it. This type mostly happened because the speaker forgot the exact word or confused about stringing the words into a correct sentence. There are some examples of self-initiated other-repair (hereafter, SI-OR).

Data 3:

> LG: I was in a hospital. And it's very—it's very difficult to describe what it feels like other than that you first are completely tingling from head to toe, and then you go numb. **But what is essentially happening is the brain goes, 'That's enough. I don't want to think about this anymore. I don't want to feel this anymore.' <u>Boom. And—</u>**
> OW: *You literally break from reality as we know it. (00:29:48-00:30:00)*
> LG: You-you break from reality as we know it.

Oprah and LG discuss how to be wise as a person who has a psychotic break. A psychotic break is when someone's mind is losing connection with reality. In that example, LG wants to share her knowledge about the psychotic break that she has. However, in the middle of her utterance, she made a short pause and tried to find the right words. However, from that short pause, LG indicates that she has trouble with her utterance. Then, Oprah realizes and repairs it by saying, "you literally break from the reality as we know it." Furthermore, LG confirms that with repeated Oprah's words.

4.1.1.3 Other-Initiated Self-Repair

This type has the opposite meaning with the previous type. Other-initiated self-repair (hereafter, OI-SR) happens when the interlocutor recognizes the problem and has initiated or explained the speaker. Moreover, the speaker is the one who repairs the trouble-source. The researcher only found this type 1 time in the female participants. The following data are examples of OI-SR.

Data 4:

> LG: **For years.**
> OW: <u>**Four years. For years.**</u>
> LG: *Not four years, but for years. (00:49:34-00:49:38)*

The main topic of Oprah and LG is about mental health, but apart from it, they also talk about the LG's next up project, which is an album called Chromatica. In the beginning, Oprah asks when did LG work for the album when she has chronic pain. Then, LG answered "for years," and Oprah repeated twice LG's utterance to make sure. Afterward, LG realizes that Oprah and the audiences might misunderstand because the pronunciation of "for" and "four" are almost the same, so she made it clear by saying "not four years," and indicating her fingers into four, then continuing "but for years." Which means she needed several years to made her latest album. While in another female participant, Melinda Gates, this type does not occur in the interview.

4.1.1.4 Other-Initiated Other-Repair

The last type of repair strategy is other-initiated other-repair (hereafter, OI-OR). It has definition, the interlocutor of trouble-source is both the indicator and

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the repairer of the problem in talking. This type also occurs one time in female

participants. It is an example that the researcher had found.

Data 5:

> LG: … **And - and I can't—you know, when I talk to God, right? And you know, whatever you want to call it for yourself. If it's God or the other realm or your angels <u>or any gender—</u>**
> OW: *By any name.*
> LG: **By any name.** *(00:25:27-00:25:41)*

In the previous utterances, they talk about the impact that LG wants to

make on the world. Furthermore, LG explains that she is a religious woman and

does pray every day. Moreover, LG had chronic pain and some life experiences,

so she wants to share with people suffering from whatever condition. LG said

that she does not want to take the fans' money without making an impact.

In the datum above, LG, as the speaker, had trouble while she said about

God. In the middle of her utterance, LG realizes many religions and beliefs in

this world, so she adds, "whatever you wanna call it for yourself. If it's God or

the other realm or your angel or any gender." Later, Oprah realized that LG had

a problem with mentioning the other name of God, so Oprah said "by any name"

to clarify what LG wanted to say. Later, LG ensured by repeated Oprah's

utterance.

From that explanation, the researcher found four types of repair strategies

in female participants. The result also showed, self-initiated self-repair became

the frequently used types of repair strategies by female participants. Other-

initiated self-repair and other-initiated other-repair became the lowest types of

repair strategies that used by female participants.

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4.1.2 Repair Strategies Used by Male Participants

In this part, the researcher explains about repair strategies used by Dwayne Johnson and Bob Iger as male participants. Dwayne Johnson shares his story about the journey how he become the highest paid actor in the world and the business man. He also shares his story about how to maintain his muscle and health. While Bob Iger shares his story about his book, The Ride of Lifetime, that tells his journey from being a staff in ABC Network until become a chairman of Walt Disney Company. The following tables showed the result.

Table 4.2: Repair Strategies used by male participants

Title	Types of Repair			
	SI-SR	SI-OR	OI-SR	OI-OR
Oprah and Dwayne Johnson: Your Life in Focus	81	-	-	4
Bob Iger: The Ride of Lifetime	65	1	1	3
TOTAL	**146**	**1**	**1**	**7**

As showed from the table above, the researcher discovered that Dwayne Johnson used two repair strategies. Self-initiated self-repair became the highest result on male participants. Self-initiated self-other repair and other-initiated self-repair became the lowest type of repair that occur in male participants. And Bob Iger used all of the types of repair strategies. for further description, the researcher writes in the following part.

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4.1.2.1 Self-Initiated Self-Repair

The researcher has found that this type 146 times. This type indicated that

the speaker of trouble-source had realized the mistake they made and corrected it

by themselves. These are some examples from male participants.

Data 6:

> DJ: We still are. **So my first, uh—***my ex-wife, Dany***, we—***the marriage
> didn't work out. (00:14:44-00:14:48)* And it was just one of those things
> where it wasn't an ugly divorce. It was just—marriage wasn't in our
> cards. Great friends. Marriage wasn't in our cards. **But we had—***but we
> both had an appetite for business (00:14:59-00:15:00)* and to
> accomplish things. And we thought, well, what if we continued to do
> business together? And do you think we can? And **it felt like it was—**
> ***like we can make something happen (00:15:09-00:15:11)*. And we did.
> So we had—

As well as MG, Dwayne Johnson also uses SI-SR three times in one turn.

The data above showed that Oprah and Dwayne Johnson (hereafter, DJ), known

as The Rock, discussed DJ and his ex-wife, Dany, still has a good relationship as

a friend and business partner. DJ started explaining, "so my first, uh" he wanted

to tell the audience about Dany, but he uncertain with his words because he only

has one wife, Lauren. He already divorced Dany, so he corrected the words into

"my ex-wife, Dany, we." Then he stopped and continued his utterance by

saying, "the marriage didn't work out." indicate repair by himself.

In the second example, DJ still explained about his first marriage. DJ

wanted to deliver his mind by saying, "but we had" he sounds hesitant, and he is

just hanging the words there and changes it into "but we both had an appetite for

business." Moreover, DJ explained that DJ and his ex-wife could be business

partners because they have the same interest in the business. The following

example was when DJ wanted to explain Dany's and his thoughts initially, and

they started to do a business. DJ said, "it felt like it was" then he stopped and

realized that his word choice, "like it was," is referring to the past, but he wanted

to explain as the present DJ, so after a short pause, he repaired it into "like we can

make something happen."

Data 7:

> BI.   : no, no there's nothing to lose. And the reason I did that is because I had in my mind that in the job and to the priority, I need to figured it out what we're going to do with animation which such an important business to Disney, and Pixar had been a valuable partner to us. That at some point I had to figure it out whether the relationship was fixable or not. And he was typical Steve, **"how long if you work for Michael Eisner?" and said "5 years"** and he said "why should. I think" – *or I think it's a 10 years, sorry I was CEO over 5 years. (00:19:02-00:19:12)* –

The topic discusses by Oprah and Bob Iger (hereafter, BI) is about the

beginning of the excellent relationship between BI and Steve Job. BI explains to

Oprah about his first conversation with Steve. It starts with Steve asking BI how

long he worked for Michael Eisner, the former CEO of ABC. Then BI. answered

"5 years," and he continues to explain, but in the middle of his utterance, he knew

he was wrong, so he said, "or I think it's a 10 years, sorry I was CEO over 5

years." It indicates SI-SR because he repairs it by himself without a clue from

anyone.

4.1.2.2 Self-Initiated Other-Repair

This type has meant that the speaker had trouble in their talk, then they

make a hint to the interlocutor. Furthermore, the interlocutor repaired the trouble.

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The researcher only found this type 1 time in the male participant. The following

data is an example of SI-OR.

Data 8:

> BI: -**I've no idea but I remember him responding so quickly and it such a penetrating way to get a long get snorkel <u>like "hey kid" you know?</u>**
> OW: **yeah. I just picture that.**
> BI: <u>**you know this stuff for you, you know**</u>
> OW: *yeah. I just picture that. You're – you're at the urinal, your boss says get along and snorkel, zip up, and then he's out the door.*
> BI: **yeah. there you go. Thank you very much.** *(00:07:06-00:07:24)*
> Words wisdom from big boss.

As shown in the datum above, Oprah brings up the topic of BI's first

experience met his former big boss, Roone Arledge, at the office's urinal. Then,

BI tells Oprah that the atmosphere was awkward for him because he does not

know what he wanted to say. BI also says that he could not even remember the

exact conversation at that time, but he remembers what is going on. BI has

trouble when he tries to describe the situation at that moment by giving a clue,

"you know," two times at the end of his utterances. Then, Oprah recognizes that

BI has difficulty stringing up his words into a sentence, so Oprah repaired it by

saying, "yeah. I just picture that. You're – you're at the urinal, your boss says

get along and snorkel, zip up, and then he's out the door." Afterward, BI says,

"yeah. there you go. Thank you very much." to affirmed that what Oprah said

was what he meant. While in Dwayne Johnson's interview, this type does not

occur.

4.1.2.3 Other-Initiated Self-Repair

The interlocutor gives a clue that there is a problem in talking, then the speaker corrects the problem. The researcher also only finds one time in this type. It occurs in Bob Iger's interview and none found in Dwayne Johnson's interview. The data as shown below is the example.

Data 9:

> OW: **when you got the job <u>of CEO – chairman –</u>**
> BI: *of CEO,*
> OW: - okay, so when yo –
> BI: *chairman came next. (00:18:08-00:18:12)*

In this interview, Oprah and BI discuss BI's book, called The Ride of Lifetime. They talk about how BI can feel relax while making failure and continuing to innovate. In the datum above, Oprah wants to ask about how BI build a good relationship with Steve Jobs when the relationship between the 2 companies was fractured. Oprah started utter, "when you got the job of CEO – "and she stopped because she was uncertain which BI's position at that time, then she said "chairman" as a clue that she was unsure. After that, BI realizes that Oprah had trouble, and he repaired it into "CEO, chairman came next."

4.1.2.4 Other-Initiated Other-Repair

The interlocutor is the one who recognizes and fixes the trouble-source without receiving a clue from anyone, it is the definition of this type. This type appears seven times in the male participants' interviews. These are some examples of it.

Data 10:

> OW: yes. **And what's the key are calling great people?**
> BI: **I - ((long pauses)) well, I think there is few things, I – I think you have to –**
> OW: *what are you looking for?*
> BI: **I look for – I always look for integrity**

As shown above, Oprah and BI talk about how BI finds a good employee

at Disney. Oprah started to ask, "what's the key are calling great people?" then BI

seems to confuse answering that question by delivering a long pause, and he still

had problems after that. It was too obvious for Oprah, and she repairs her

questioned into "what are you looking for?" then BI answers it without hesitation.

Data 11:

> OW: … **what do those titles mean, if anything? You're the greatest. You're the most popular. You're the most followed. You're the most, the most, the most, the most.**
> DJ: (Laughter.) **It's great for the ego. It's wonderful.**
> OW: *Yeah, the better question is, how do you keep your ego in check when all of that is happening around you?*
> DJ: **Oh, sure. Very important. Um, people I have around me and how important that is.** *(00:16:06-00:16:31)*

The topic that brings to that conversation is about DJ had an eviction

notice when he was a child, and now, he is the highest-paid actor in the world.

Also, he has some good labels from the people. Oprah asks about what DJ feels

about labels were given by people, but DJ's answer does not expect by Oprah.

So, she corrects her utterance by saying, "Yeah, the better question is, how do

you keep your ego in check when all of that is happening around you?" and DJ

explains that even there are many good labels for him, he wants to keep his ego

stable, and he has people around him that constantly reminding him to keep

grounding.

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The result showed that all types of repair strategies also appeared in male participants. Self-initiated self-repair became the highest result that used by male participants. Other-initiated other-repair became the second highest types of repair strategies that appears in male participants. The other two types, self-initiated other-repair and other-initiated self-repair became the lowest types of repair strategies used by male participants.

4.1.3 Differences Repair Strategies Used Among Female and Male Participants

After knowing the repair strategies used by female and male participants, in this part, the researcher analyzes the difference repair strategies used among participants based on their gender. The following chart shows the total of repair strategies used by the participants.
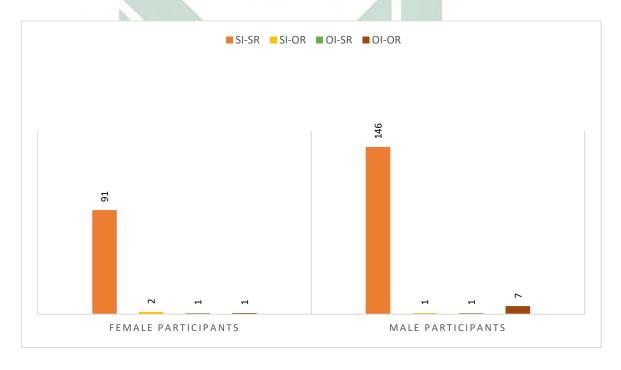

Figure 4.1: The Differences Types of Repair Strategies

As shown in the chart above, female and male participants were using all of the repair types. The self-initiated self-repair type is the highest result among all of the types in all participants. Other-initiated self-repair became the lowest result of repair strategies used by female and male participants. Although the different number repair strategies among female and male participants are not quite far, there are differences and similarities.

1. The differences of repair strategies used among female and male participant

The social factors that normalized social status between females and males can affect the application of repair strategies. In this research, female participants tend to feel inferior when having an interview. Besides, women are more concerned with their social status, so they also try to talk ideally. It can be one of the reasons why female participants use SI-SR 1.5 times lower than male participants. Other than that, female participants tend to use SI-SR to cover up their uncertainty in talk.

While male participants tend to show their power when having a conversation, male participants sometimes add unnecessary information in the middle of a conversation using SI-SR. The following data is the example.

Data 12

Female participant

> MG: - and **we just – I kept –** *we kept saying*, *(00:04:08-00:04:10)* you know, how can it be? How can it be that we can be in this nice vehicle or take a commercial flight home and yet people don't have basic things we have in United States, clean water, a road, and – so we knew, we committed at the end of the trip we had a beach walk, some time off the coast in Africa.

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The data above shows when Oprah and MG talk about the beginning of the Bill and Melinda Gates Foundation. She explains it starts when she had a trip in Africa with Bill, and they saw a much different social gap there. In the beginning, MG makes a problem in a talk by saying, "we just" then MG realizes she is wrong and corrects it into "I kept" but she hesitates and changes it again into "we kept." It shows that the participant hesitates and tries to speak lady-like, so she tries to talk more politely by participating her husband, Bill Gates, and change the pronoun into "we." The following data is an example of a male participant.

Data 13:

Male participant

> DJ: So, for example, with our 18-year-old daughter, it was really important that we share those stories. Share those stories about being evicted. Her mom's parents were—were immigrants who came over from Cuba. Uh, It's important that we've always shared those stories. And also, we live—we try and keep it as simple as we possibly can. **I live—*we have a farm in Virginia*.** *(00:20:35-00:30:38)* Uh, Happily to say that **we-*I moved my family here to Atlanta.*** *(00:20:40-00:20:42)*

The conversation above happens when Oprah asks about how DJ raise his children to be kind and have a good sense when DJ is the highest-paid artist in Hollywood. Moreover, DJ answers that he still shares his story of being evicted when he was a teenager. However, in the middle of his explanation, DJ says the utterance above. He adds unnecessary information about his family now has a farm in Virginia, and he moved his family to Atlanta. Then DJ continues to explain how he raises his children with an appreciation of the value of money and food. Adding that information in the middle of the discussion means that he wants to show his power ability.

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2. The similarities of repair strategies used among female and male participant

All of the participants show that they are all concerned with what they say. It is evidence by SI-SR become frequently used by all participants. They do not want other people to misinterpret what they mean. The examples as follows.

Data 14

Female participant

> LG: **…** You know? It's, uh, **something in DBT that they teach you is about emotions, and then,** *uh—I'll explain it (00:22:37-00:22:43).* So if I say, um, I'm upset. Right? Then I'll say, why am I upset? And then I will write down all the reasons. And then I will check the facts.

The utterance above shows when Oprah and LG have a conversation about DBT, which stands for Dialectical Behavior Therapy. It means that therapy is a way to talk with the professional to accept the inner self and emotion we have. LG makes a problem in the talk in the beginning by mentioning, "something in DBT that they teach you is about emotions, and then," then she stops for a tiny pause and decides not to continue her explanation because she realizes that the "emotions" word has a broad meaning. Afterward, she corrects it into "uh, I'll explain it." Then LG continues to explain by using an example about herself when she feels upset. LG decides not to continue her sentence because she realizes that not all people understand how DBT work, so she gives an easy example to make people understand. Moreover, the following data is an example from the male participant.

Data 15

Male participant

> BI: well, **I – by the way, I – I don't put a brand on failu – I –** *I don't call failure good in anyway*, *(00:16:51-00:16:57)* um, but, you know the business that ran as a company is mostly, you know, creating telling stories and –

This data is taken from Oprah and BI's interview, talking about being a failure in business that appears in one of the chapters in BI's book. Oprah says that other people may be hard to accept failure, while BI chooses to deal with failure. Moreover, Oprah asks how BI does that, and the utterance above is his answer. From the beginning, he tries to clarify that making failure is not good. Then BI describes that in his field, creative production, they have to take a risk if they want to explore something new. He does not want to normalize that always being fail is good, but he wants to emphasize that it is better to exploring something and willing to fail, then if the failure comes, it better to learn from that. Those are some explanations and examples of the different and similar repair strategies used among female and male participants in Oprah's SuperSoul Conversations.

All types of repair strategies occurred in female and male participants. Self-initiated self-repair became the frequently used by all participants. The things that made it different is the linguistic characteristic on each gender. And the reason why self-initiated self-repair became the highest result is all of the participants have self-awareness with what they said.

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4.2 Discussions

This research analyzes repair strategies used in four episodes of Oprah's SuperSoul Conversation Podcast. Corresponding with the research problems in chapter 1, this research identified what female and male participants used types of repair. Other than that, this research also analyzed the different repair strategies used among female and male participants.

The chart in the finding section shows that female participants use all of the repair strategies, those are SI-SR, SI-OR, OI-SR, and OI-OR. It also shows that SI-SR is the type that is frequently used, as it occurs 91 times. In contrast, the other types appear in small numbers. SI-OR was in second place, but the result showed it only appeared two times. While OI-SR and OI-OR only appear once in each type.

There was not much difference from female participants. Male participants also used four types of repair strategies. Similar with female participants, SI-SR also became the highest number of repair strategies using by male participants. It emerged 146 times, which meant one and a half higher than female participants. Moreover, the result's gap between SI-SR and the other types was very numerous. Besides, there is a slightly different from female participants' result, OI-OR became the second frequently used by male participants. It appeared seven times. Whereas the other types only appeared one time per type.

In general, SI-SR becomes the highest number of repair strategies used by all participants, either female or male. As Liddicoat (2011) states, SI-SR happens when the speaker is the trouble-source maker and s/he repair the error words

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without a clue by anyone. It usually occurs in the same turn as the trouble-source. It means that all of the participants are aware of what they say. The participants do not want to make the interlocutor and the audiences misinterpret what they say. Because the participants know their role, their names are already big, and they have to be responsible for what they state.

While the most infrequent types of repair strategies that occur in four episodes of Oprah's podcast is other-initiate self-repair, this type usually occurred in the third turn. In other words, according to Liddicoat (2011), the interlocutor is a person who notices the problem and gives a clue to the speaker, then the speaker resolves the problem. This type rarely occurs because the interlocutor may not know the exact context of the speaker in the past. So, when the speaker tries to explain in words, the interlocutor tries to listen to what the speaker wants to say. Unless the speaker shows the talk by giving a long pause or repeating words, the interlocutor will indicate the problems and give a clue.

Aside from the types of repair used by the participants, the researcher found differences in using repair strategies among female and male participants. Moreover, it becomes the primary purpose to answer the last research problem. The linguistic behavior among female and male are different. According to White (2003, p. 1), male is often assumed as a dominant speaker during the communication process, while the female is placed in a subordinate role. According to Holmes (cited in Aini, 2016, pp. 10-11), society expects women to speak perfectly and commonly than men, particularly when they become children role models. Because some of the society still sees women from their Language,

women should be able to speak as perfectly as possible. And these social

standards lead to the inferiority that women have. As shown in the finding, the SI-

SR type that female participants used is 1.5 lower than male participants. It shows

that women are trying to talk perfectly so that society will hear their opinion.

Moreover, Women tend to arrange the words they want to utter because as Lakoff

(cited in Holmes, 2013, p. 301) said, the women's Language will strengthen their

subordinate status. According to Trudgill (cited on Jinyu, 2014, p. 93), the other

reason women are trying to speak perfectly because women pay more attention to

their social status than men. Besides, female participants tend to use SI-SR

because they want to talk lady-like, so they cover up their uncertainty by changing

the pronoun or talk more politely. The other types of repair strategies are having

small numbers, which indicate that women tend to feel inferior because they do

not want to interrupt other people.

Unlike women, society is often thought men as alpha or dominants, either

in conversation or other things. Moreover, in the conversation, men tend to value

their independence (Merchant, 2012, p. 17). It means that when men are having a

conversation with someone, they do not rely upon the interlocutor, either their

opinion or the way they talk. Through that statement, this research's result is not

entirely surprising when SI-SR becomes the highest type of repair that appears in

male participants. Because when male participants make the problem in a talk,

they try to resolve it by themselves. Besides, male participants tend to use SI-SR

because they want to show their power ability by adding some information. On

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the other hand, through that communication style, men can show their self-assertive and power to others (Malt & Broker, cited in Merchant, 2012, p. 18).

Therefore, the researcher can conclude that the linguistic characteristic in conversation became the primary difference of repair strategies in this research. Female participants tend to feel inferior, so they try to talk perfectly. While male participants tend to obtain power from the conversation, they try not to rely on the interlocutor. In line with Pan's statement, some possible factors shape female language characteristics: social factors and cultural factors (2011, p. 1017). However, this research only found the social factors, which are sex role socialization and women's social status. Sex-role socialization is the way society socializes women have insecurities, indirectness, politeness, hypercorrection, etc. according to Eckert and McConnell-Ginet (2003, p. 189), women tend to use indirect forms because women try to be polite because it has softening effect to the interlocutor.

On the contrary, the male often socialized into strong, dominant, forceful, and direct ways of speaking. While women's social status is placed become a subordinate role by society. Thus, it affects the ways of speak in each sex. In this research, the researcher found that the female participants tend to use repair strategies to cover their uncertainty. They are more careful with their words' choice. Also, they used simple vocabulary while explaining something. Otherwise, male participants tend to choose complex vocabularies or using implicit ways to explain something. However, all participants frequently used

self-initiated self-repair because they were aware with what they said, they did not want other people misunderstand with what they meant.

This present research pursues the research about repair strategies. There are some prior studies that analyzed repair strategies in various data sources. Rheisa (2014) research about repair strategies in Oprah Winfrey show special episode with Michelle Jackson. Rahayu (2016) analyze repair strategies in TV talk shows. Baity (2019) examine about repair strategies in selected episodes of Graham Norton Show. And Puspitarani (2021) conduct a research about repair strategies in 2016 presidential debate. Those researches have similarity with this present research, which is the self-initiated self-repair become the frequently used by all of the participants. Moreover, the present research found the things that differentiates types of repair used by female and male participants. The linguistic characteristic caused by social factors make the repair strategies used by female and male participants different. Female participants tend to use self-initiate self-repair as proof that female likely to talk perfectly, while men tend to use self-initiate self-repair as proof that they did not want to controlled by others.

Through that explanation of previous studies, this research contributes to the linguistics field about repair strategies. This research discovering a new perspective from the data source that had not analyzed before. Also, this research discovered the things that differentiates repair strategies used by female and male participants.

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CHAPTER V

CONCLUSION AND SUGGESTION

This chapter is the final section of this research. It divides into two parts. Firstly, a conclusion that sums up this whole research's result. Secondly, a suggestion from the researcher for further research correlated with this field.

5.1 Conclusion

This research shows that all of the types of repair are used by all of the participants. In female participants, self-initiated self-repair occurs 91 times, which becomes the highest type that appears. While self-initiated other-repair becomes the second-highest type that occurs, but it only shows twice. Other-initiated self-repair only appears 1 time as well as the other-initiated other-repair type.

There are not many differences from female participants. All of the types of repair strategies are also found in male participants. Self-initiated self-repair also become the most frequently used by male participants. It occurs 146 times. Other-initiated other-repair becomes the second-highest type; it emerges seven times. While self-initiated other-repair and other-initiated other-repair are the lowest types used by male participants, it appears one time per type.

Furthermore, to differentiate repair strategies used by female and male participants, the present research has found its reason. According to Gu (2013), women and men have different communication strategies. Women are trying to talk perfectly because society assumes to do so and are more aware of their social status (White, 2003; Holmes, 2013). However, these social standards given to

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women make women tend to feel inferior to men. When they feel uncertain about what they said, they tend to recognize it first and have initiated to resolve the problem. Thus, that is the reason why self-initiated became the highest result in female participants. At the same time, this research's result shows that men tend to use self-initiated self-repair. Men presume that through conversation, they can show their power (White, 2003). It means men do not want to depend on the interlocutor, either their opinion or how they talk. In other words, when men rely upon the interlocutor continuously, the audience assumes that the male participants do not have certainty with what they said. Also, sometimes male participants add unnecessary information in the middle of the interview.

The researcher concludes that self-initiate self-repair become the highest type of repair that used among female and male participants. Besides, the main reason of the different repair strategies used among females and males is the different language characteristics. The female participants tend to feel inferior and try to cover it using repair strategies, especially self-initiated self-repair. In comparison, male participants tend to use repair strategies, especially self-initiated self-repair because they want to show their power through the conversation and add unnecessary information. However, because of the data limitation, this research's result cannot be generalized to all of the Oprah's interview. Because repair strategy is one of the conversation mechanisms for dealing with the sort of difficulties which occurs spontaneously in talk (Liddicoat, 2011). Thus, the type of repair strategies that might occur can be different from each participant.

Finally, the researcher hopes that the reader can get new perspective about this field through this research.

5.2 Suggestion

This research had analyzed about conversation analysis that focused on repair strategies. The researcher also combined language and gender. For further research, the researcher suggests analyzing the repair strategies combine with the pattern or function of repair strategies. Moreover, the next researcher can choose the other object in daily conversation from kid participants because kids are still learning many things, including explaining something to other people. So, kids probably will produce more repair strategies than adults. Also, it can give a new perspective in this field.

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