

**CONVERSATIONAL STRATEGIES USED BY HOST IN
*THE GRAHAM NOTRON SHOW***

THESIS



UIN SUNAN AMPEL
S U R A B A Y A

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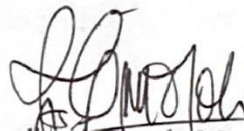
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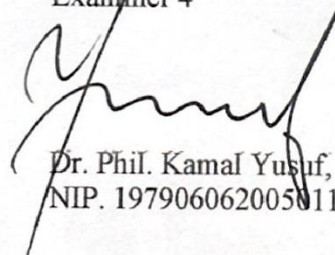
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ABSTRACT

Suwondo, D.S.F. (2023). *Conversational Strategies Used by Host in The Graham Norton Show*. English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya. Advisors: (I) Dr. H Mohammad Kurjum, M.Ag., (II) Raudlotul Jannah, M.App. Ling.

The aim of the study was to examine conversational strategies in an episode of the talk show entitled "The Graham Norton Show" by using an analytical approach called conversational strategies proposed by Coates (2013). This research focuses on utterances in the form of words, phrases, clauses, and sentences used by host of "The Graham Norton Show". In addition, researchers also find out the functions of the conversational strategies used by hosts when interviewing guests. This research has two problems: (1) What are the types of conversational strategies used by the hosts on "The Graham Norton Show", and (2) What are the functions of conversational strategies used by the hosts on "The Graham Norton Show"

This study used qualitative approach since the data were evaluated and reported using phrases and sentences. In collecting data in this study, researchers used transcripts and video talk shows to analyze the conversations of the hosts and the guests through the talk shows. Then the researcher bolding the data, which contains conversational strategies. The researcher identified the selected data that contained conversational strategies and their function from the utterances produced by the host in The Graham Norton Show.

This study reveals that Graham Norton used six of seven conversational strategies in the talk show, the details are minimal response, hedges, tag question, question, commanding and directives, and compliment. In Graham Norton's utterance. Graham tends to use *minimal responses* to supporting speaker's argument and maintaining the conversation. He uses hedges to expressing uncertainty and certainty in his statement and question. Graham uses tag question to asking confirmation to the speaker. Meanwhile, he used question to maintaining the topic of conversation, seeking of information, and expressing the curiosity. Graham uses commands and directives to give his guest instruction. And the last Graham uses compliment to building rapport and praise the guest.

Keywords: conversational strategies, conversation, talk show

ABSTRAK

Suwondo, D.S.F. (2023). *Strategi Percakapan yang Digunakan oleh Pembawa Acara di The Graham Norton Show*. Program Studi Sastra Inggris, Fakultas Adab dan Humaniora, UIN Sunan Ampel Surabaya. Pembimbing (I) Dr. H Mohammad Kurjum, M.Ag., (II) Raudlotul Jannah, M.App. Ling.

Tujuan dari penelitian ini adalah untuk mengkaji strategi percakapan dalam sebuah episode talk show berjudul "The Graham Norton Show" dengan menggunakan pendekatan analitis yang disebut strategi percakapan oleh Coates (2013). Penelitian ini berfokus pada ujaran dalam bentuk kata, frasa, klausa, dan kalimat yang digunakan pembawa acara "The Graham Norton Show". Selain itu, peneliti juga menemukan fungsi dari strategi percakapan yang digunakan oleh pembawa acara saat mewawancarai tamu. Penelitian ini memiliki dua masalah: (1) Apa jenis-jenis strategi percakapan yang digunakan oleh pembawa acara "The Graham Norton Show", dan (2) Apa fungsi dari strategi percakapan yang digunakan oleh pembawa acara "The Graham Norton Show"

Penelitian ini menggunakan pendekatan kualitatif karena data dievaluasi dan dilaporkan menggunakan frase dan kalimat. Dalam mengumpulkan data dalam penelitian ini, peneliti menggunakan transkrip dan video talk show untuk menganalisis percakapan pembawa acara dan tamu melalui talk show tersebut. Kemudian peneliti menebalkan data yang berisi strategi percakapan. Peneliti mengidentifikasi data terpilih yang berisi strategi percakapan dan fungsinya dari ucapan-ucapan yang dihasilkan oleh pembawa acara di The Graham Norton Show.

Studi ini mengungkapkan bahwa Graham Norton menggunakan enam dari tujuh strategi percakapan dalam talk show, rinciannya adalah *minimal response*, *hedges*, *tag question*, *question*, *commanding and directives*, and *compliment*. Dalam ucapan Graham Norton. Graham cenderung menggunakan *minimal reponse* untuk mendukung argumen pembicara dan mempertahankan percakapan. Dia menggunakan *hedges* untuk mengungkapkan ketidakpastian dan kepastian dalam pernyataan dan pertanyaannya. Graham menggunakan *tag question* untuk menanyakan konfirmasi kepada pembicara. Sementara itu, ia menggunakan *question* untuk menjaga topik pembicaraan, mencari informasi, dan mengungkapkan rasa ingin tahu. Graham menggunakan *commanding and directives* untuk memberikan instruksi kepada tamunya. Dan yang terakhir Graham menggunakan *compliments* untuk membangun hubungan dan memuji tamu.

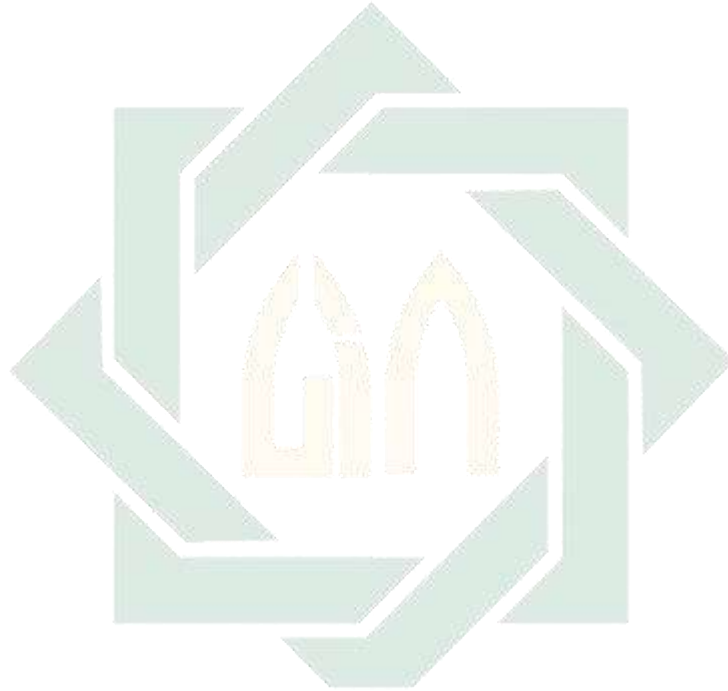
Kata Kunci: strategi percakapan, percakapan, talk show

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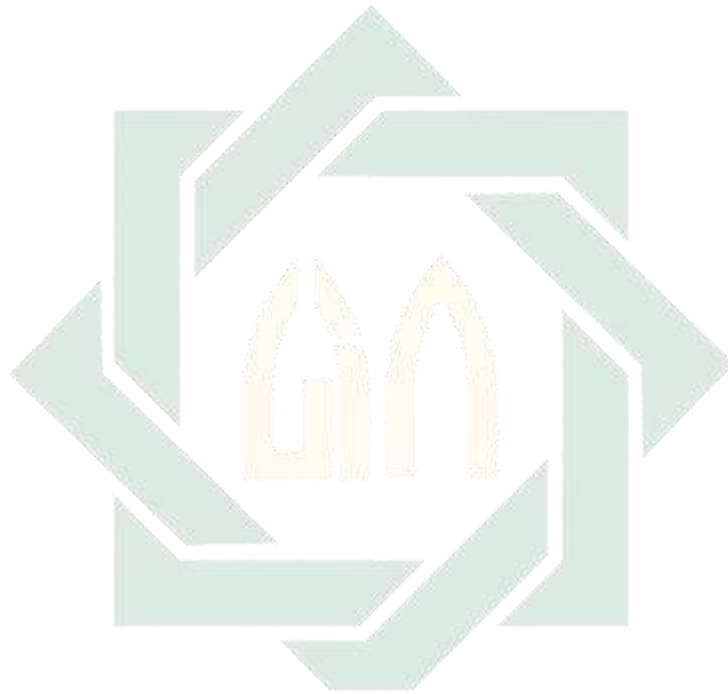
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CHAPTER I

INTRODUCTION

This chapter consists of the introduction to this current study. The researcher explained the background and reason for choosing conversational strategies as the focus of the study. There are several parts, including the background of the study, problems of the study, significance of the study, scope and limitation, and the definition of key terms.

1.1 Background of the Study

Conversation is one way for humans to interact with each other. Conversation can be done anytime and anywhere without being limited by formal or informal circumstances. In conversation, one of the tools to communicate is language. Language is a tool for humans to interact between the speaker and the listener or receiver to deliver or transfer a message. Widdowson (1996) states that language is a very complex thing that cannot be separated from humans, and language is also a naturally occurring experience that is not easy to distinguish. In other words, language is essential and cannot be separated in every aspect of human life.

Humans use language in conversation in many different ways. Language in the conversation also can be used to express ideas, emotions, feelings, responses in everyday life. Language is often viewed as a vehicle of thought, a system of expression that mediates thought transfer from one person to another (Finegan, 2008). When people use language in a conversation, they produce

utterances in a particular context. The hearers or listeners must understand the utterances to deliver the speaker's message successfully.

When people use language in a conversation, they produce utterances in a particular context. The hearers or listeners must understand the utterances to deliver the speaker's message successfully. However, the use of language in communication is very diverse, influenced by several factors such as context, meaning, situation, social status, and gender. All of these factors affect each individual in the use of language, such as the use of words. For example, when two friends are having a reunion, they indirectly use informal words as well as jokes. However, it is very different from people when they are in a debate or trial, so people will immediately use formal words and not even joke at all. This phenomenon indicates that humans unintentionally use conversation strategies in daily language use. Therefore, it is essential to analyze the conversational strategies using conversational analysis because it can help to analyze conversations between two or more people.

Conversational analysis examines how people interact with one another through language in everyday conversations. According to Hutchby and Wooffitt (1998), the conversational analysis focuses on the systematic conversation produced in everyday interactions. It also involves the mechanism to discover how people carry on a conversation, including analyzing the structure, patterns, and functions of language in conversation. The primary object of conversational analysis is to discover and describe the interactional between individuals rather than linguistic structure (Sidnell, 2010).

Therefore, conversational strategies are related to analyzing conversation because conversational strategies are the techniques and tactics people use to initiate, maintain, and end conversations. They are the behaviors and language patterns that individuals use to communicate effectively with one another. Tannen (1993) states that the use strategy of conversational strategies consists of linguistic strategies such as silence, interruption, and question to get a purpose to create and establish a connection. In summary, conversational strategies are a fundamental aspect of conversational analysis, as they provide a lens through conversational strategies which researchers can analyze strategy used by participants in conversations. Based on Coates's theory, there are seven strategies: minimal response, hedges, questions, tags questions, directives, compliments, swearing, and taboo words. These strategies are often used and commonly found in daily conversations, including formal and informal situations.

Moreover, there are some previous study have focused on conversational strategies with various subjects as a tv show (Harjo & Dewanti, 2017; Nurmaya, 2015; Rahma Muthia et al., 2021; Setyorini & Indarti, 2013), podcast (Naomi, 2022), YouTube video (Ningsih, 2018), and student conversation (Anindyawati, 2012).

Harjo & Dewanti (2017) investigated how the conversational strategies used by the host and the guest in one episode of *Hitam Putih*. The researcher found that all features in conversational strategies from Coate's theory are used by the host and the guest are minimal response, hedges, question, tag question, directive, and compliments. The one strategy that not used by the host and the guest is swearing and taboo words, because both of them are in the tv show which

they must using avoid the strategy. The researcher also examined that the most used dominant conversational strategies are questions where the host asks the information from the guest show.

Naomi (2022) observed conversational strategies on Gilang and Shandy in the SB30 podcast. The researcher revealed that Gilang used six of seven strategies and Shandy used all of the strategies in the podcast. The strategy that Gilang did not use is swearing taboo word, Shandy uses this strategy does not mean she is a rude woman, but she uses it as an expression that she uses when speaking. The researcher also revealed that both of women and men are equal when using conversational strategies.

Other researcher have conducted studies such as (Anindyawati, 2012; Ningsih, 2018; Nurmaya, 2015). All off them having a similar subject which is cross gender conversation. The result show that there are no differences between woman and men when using conversational strategies. It shows that the different amount of strategies that used is because their own personality, context, and the function of the strategies.

Rahma Muthia et al. (2021) found that the hedges is most frequent strategies used than other strategies. The reseracher also reveal that in the same sex, hedges play essential roles in asserting the speaker's ideas. On the other hand, Setyorini & Indarti (2013) revealed that many strategies are essential when same-sex people have conversations, such as minimal response, hedge, questions, and directives. The researcher also examined the function on each strategies that apperad in the conversation.

For the purposes of this study, a talk show clip from Graham Norton's YouTube channel was used. The chosen discussion show firstly features performances from the hosts, guests, and occasionally even the crowd. Analyzing hosts' methods and approaches to attract viewers, sustain ratings, and produce an engaging experience can be part of researching a talk show. Second, because Graham Norton is a man with excellent public speaking skills, the researcher chose to use his talk show. Additionally, Graham is a host with a distinct personality on his talk show. This is evident when compared to discussion shows that are presented in a serious, formal manner as opposed to Graham's talk show, which has a very casual and informal vibe.

As a data source for this study, a video talk show from Graham Norton's YouTube channel was employed. The chat program hosted by Graham Norton featured a number of guests, and during the show, Graham Norton conducted interviews with them about their professional backgrounds, challenges they faced, movie marketing, and inspirational tales from their films. But despite a large number of guests, Graham Norton was able to exert such strong control over the conversational flow that every guest actively participated.

Most of the previous researchers researched by the different between man and woman in using of conversational strategies as the main focus, but few examined the combination of conversational strategies and functional of conversational strategies. Additionally, even though earlier research focused on conversation strategies, the researcher employed different data sources for their current study, employing an English-language talk show which also having mixed-gender conversation as their primary source of information rather than an Indonesian-language study. This

study revealed how conversational strategies were used by Graham Norton in his conversations with guests on talk shows. Most of the previous studies are only analyzed the how the conversational strategies use as a main subject. Therefore, in this research, the researcher will analyze the function of the conversational strategies used.

1.2 Problems of the Study

1. What are conversational strategies used by the host on *The Graham Norton Show*?
2. What are the functions of the conversational strategies used by the host on *The Graham Norton Show*?

1.3 Significances of the Study

The researcher is expected that this research can help the reader to get the detailed knowledge of what conversational strategies and the functions. By knowing the how the conversational strategies being used in conversation can help the reader get detailed description and have better understanding related to conversational strategies. And the researcher hopes that this study will be reference for further research of conversational strategies.

1.4 Scope and Delimitations

This study focuses on conversational analysis of conversational strategies and the function of conversational strategies used. This research is limited by the talk show entitled "*The Graham Norton Show*". The researcher analyzed the utterances produced by Graham Norton as a host to find the conversational strategies in the talk show video. While also the researcher describing the function

of conversational strategies used by Graham Norton in talk show video. The researcher used Coate's theory to conduct this research.

1.5 Definition of Key Terms

Conversational strategies are strategies used by person when having a conversation.

The Graham Norton Show is English talk show hosted by Garaham Norton that invited various guest including politician, musician, astronaut, and comedian.

Conversation is interaction between people that convey their ideas and message.

Graham Norton is a celebrity from England who has a talk show entitled The Graham Norton Show.



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CHAPTER II

REVIEW OF RELATED LITERATURE

This chapter researcher explained theories that related to this current research. This chapter describes conversation, conversation analysis, and conversational strategies.

2.1 Conversation

Wooffitt (2005) states that although speech is not random or unstructured, discernible sequence does not always imply a consistent overall structure to speech. Conversation is an activity where humans interact with each other by carrying out thoughts, thoughts, and information that is carried out by two or more people. Conversation is a basic form of human interaction that connects one individual to another.

Conversations occur in various contexts whether it's a formal or informal situation. Conversations can also occur in several settings such as face-to-face, via telephone, video call, via text message. Conversations usually involve participants taking turns speaking or listening. This requires active engagement on the part of the participants for an effective conversation. This also affects the interaction in conversation how to respond to questions, ask questions, and give feedback to the other person.

Effective conversation involves listening, understanding, and what other people are talking about so that they can make relevant responses or responses. Responses are also not only limited by language but non-verbal responses also affect the effectiveness of the conversation. Non-verbal responses such as smirks,

smiles, and nods can also be used as responses when speaking. In summary, conversation is very important for human interaction in communicating. They can exchange ideas, cultivate new thoughts or understandings, and socialize with one another.

2.2 Conversation Analysis

Liddicoat (2007) defines conversational analysis as a field of research that focuses on analyzing discussion structures and systems in social interactions. Mey (2009), on the other hand, describes conversational analysis as the study of how conversation participants organize social actions through speech. Conversational analysis is a method for analyzing social interaction that considers verbal and nonverbal cues in real-world settings. Harold Garfinkel developed conversational analysis as an approach to studying conversation emerging from sociology's ethnomethodological background (Liddicoat, 2007). Ethnomethodology focuses on a small part of the social order, which can be seen from the habits of the social abilities of social members who are in the society, which influence how a person clarifies and understands the messages they encounter in their social world as analysis is a method for observing speech in conversation. In addition, Erving Goffman developed research by focusing on practical examples of social interaction. He focused on the important aspects of studying typical speech examples. He claims that the study of discourse involves not only the linguistic description of language but also systems of rules and structures, which are mainly of a different kind (Liddicoat, 2007).

The term conversational analysis describes significant shifts in the disciplinary perspective. According to Markee (2000), conversational analysis has

had an impact on various fields of study, including social psychology, interactional sociolinguistics, pragmatics, analysis of variation, ethnomethodology, and ethnography of communication. Conversation analysis has a variety of approaches to analyzing conversations, including turn-taking, adjacency pairing, preference organization, and repair.

Turn-taking refers to the process of speaking when the listener and speaker switch roles with each other. Sidnell (2010) emphasized that turn-taking is a method for organizing and managing the contributions of the various parties involved. Naturally, there is a turning mechanism in discourse that allows for participation. The main point of turn-taking is how the speaker knows when he is listening or speaking after the other person has finished speaking. Sack et al. (1974) revealed that the second theory of competition is about taking turns. The first theory is the theory of projection. When the next speaker wants to speak, he must wait for the other person to finish discussing his statement or argument. The second theory is called the reaction or signal theory, in which the speaker pays close attention to the reactions or signals from the other person after speaking.

Conversations are formed from pairs of utterances, and speech exchanges occur in pairs, such as questions and answers, greetings and responses, offers and rejections, or acceptance responses, known as adjacency pairs. According to Schegloff and Sack (1974), pairs of utterances are the basic units of conversation that occur sequentially. Adjacency pairs consist of two rounds uttered by different speakers who are highly structured in conversation, which can be seen as being placed side by side in a minimal basic form and distinguished by the type of pairs. In conversation, several types can signal to respond or get a turn to speak next.

The type of speech that can give a signal to be able to speak next is the first pair part (FPP). Meanwhile, the type of speech used to signal a response is the second pair part (SPP). In using the first pair or second pair, the first pair limits the response that can be given by the second pair, which means the second pair must be of the appropriate type for the action initiated by the FPP. Preference organization is a conversational analysis that is closely related to adjacency pairs. In adjacency pairs, it can be seen that the first pair part is the part that acts as the first speaker, while for the second pair part, it is the second speaker who focuses more on the response from the first speaker's speech. Preference organization focuses more on second speaker response or utterance.

According to Hayashi, Raymond, and Sidnell (2010), repair happens accidentally as speech is being produced. A mistake is regarded as an accident that person makes during the conversation. To emphasize the corrective nature of speech phenomena, conversational analysis uses the term "repair" rather than "correction" to describe the overall phenomenon related to language problems and the terms that must be corrected or the cause of the problem to describe problems that require linguistic improvement. Schegloff et al. (1977) proposed a model of the conversational repair mechanism that makes the biggest difference between the repair initiator and the person initiating the repair. Repairs can be initiated by the speaker which can be repaired (self-initiated repair) or by the receiver (other-initiated repair). In addition, repairs can be made by the speaker of goods that can be repaired (self-repair) or recipient goods (other-repair).

2.4 The Function of Conversational Strategies

2.4.1 Maintaining Conversation

In ongoing conversations, minimal response and question strategy is usually used by listeners to follow and understand the direction of the conversation. The use of minimal responses indicates that the listener understands the speaker's message and reinforces the speaker's role in the conversation. Knapp and Hall (1997) say that the minimal response has its form and function. Research conducted by Gardner Rod (2001) analyses the function of the minimal response. Based on this research, listeners use minimal response forms like hm, mm, uh - huh to keep the conversation going.

Meanwhile, the question strategy also has the same function but with a different usage. In the strategy question, when the listener pays attention to the speaker speaking, the listener can use the question strategy to ask questions relevant to the topic being discussed. Therefore, the topic and discussion will continue.

2.4.2 Seeking of Information

Questions are speech acts that cannot be omitted in conversation. The question strategy has a primary purpose: to seek information from people when speaking. When a question is asked, the speaker wants to get a response from the listener to share information about the question. Questions can have the function of expressing curiosity. When someone talks about a topic, listeners can use questions related to that topic to show curiosity about that topic.

are also used to reduce the impact of a statement's assertiveness or soften its impact. They have the ability to be more sociable or friendly while still being less direct or demanding. Tag questions can be used to get more information or ask for clarification. They invite the listener to elaborate or verify the veracity of the information.

2.4.6 Expressing Emotions

Swearing and taboo language also function as an expression when someone speaks. Crystal (1997) found that there are specific conditions in which a person will use swearing and taboo language: 1) when someone is irritated, frustrated, or depressed, 2) when they are angry at someone or another speaker, 3) when they are ridiculing or challenging someone in a fight, 4) when someone is very happy with what he gets or feels.

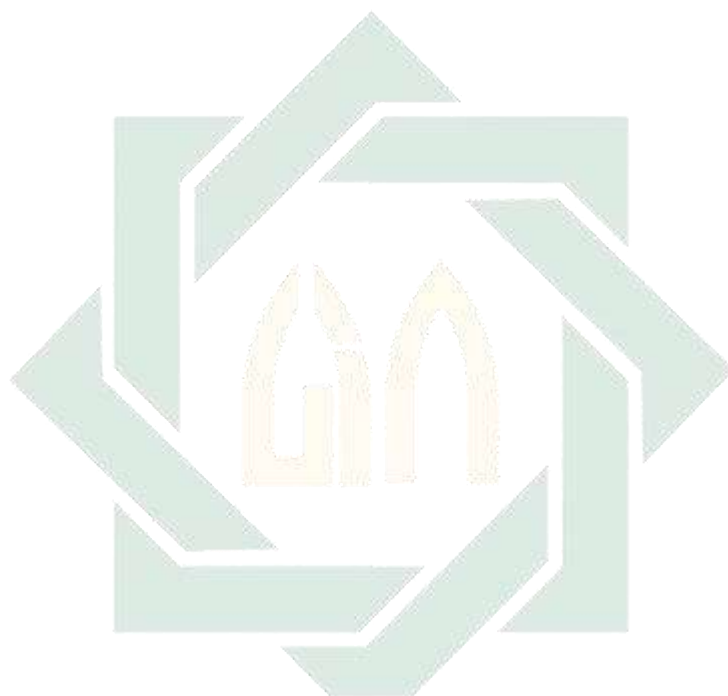
2.4.7 Commanding

The primary purpose of commanding is to get someone to do something. There are different functions of several types of directive words. Words like *can*, *could*, and *would* are used to suggest the listener to do something rather than telling them to do something. *Let's* is used by the speaker for the listener to perform an action. *gonna* is used to provide suggestions for future actions.

2.4.8 Building Rapport

Building rapport is essential in building positive relationships between speakers and listeners to build effective communication with others. Compliments seem to function as a positive courtesy strategy, which can make people see us as

polite when we speak. A compliment can build a rapport where praise can make the conversation feel calmer and friendlier.



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CHAPTER III

RESEARCH METHOD

This chapter presents the research method used in this study. The researcher explained the research design, data, source of the data, research instrument, technique collection of data and data analysis.

3.1 Research Design

This study used the qualitative study method as an appropriate method for analyzing the data. Miles and Huberman (1994) state that data that do not have numbers and statistics but depend on the researcher's knowledge and analysis should be qualitative rather than quantitative. Therefore, the researcher used a qualitative research design since the data are the utterance of Graham Norton and his guest that take words and sentences rather than numbers. Also, the researcher used a descriptive qualitative research design because the data was explained descriptively to describe conversational strategies and functions used in the talk show entitled "*The Graham Norton Show*."

3.2 Data Collection

The researcher explained the method used to collect data in this subchapter. There were research data, data source, subject of the study, instrument, and data collection techniques.

3.2.1 Research Data

The words, phrases, and sentences in the host's voice which make up this research data were collected from transcripts of the talk show video on Graham

Norton's YouTube page. The researcher concentrated on the dialogue to investigate the various conversational styles and how Graham Norton utilized them during the talk show.

3.2.2 Data Source

Sentences, phrases, words, and gestures from Graham Norton's appearances on the talk show "The Graham Norton Show" were used to represent the study's findings. It is consistent with Creswell's (2009) statement that sentences, utterances, and images represent the data that qualitative researchers gather. Each data consists of conversational strategies based on those data. The researcher used the Graham Norton Show participant chat transcripts from a few episodes to gather the data.

The Graham Norton Show's video was used as the data source for this investigation. The Graham Norton Show episodes featured in the videos are some of the most popular ones on the channel's YouTube. The opening, introduction of guests, conversation or chit-chat period, and ending of the talk show's video totalled roughly 40 minutes. The Graham Norton Show's official YouTube channel provided the chat show videos.

3.2.3 Research Instrument

Research Instruments are tools used by researchers to collect and analyze the data. According to Ary et al. (2010), the most common data collection methods used in qualitative research are observation, interviewing, questionnaire, and document analysis. Therefore, the instrument used by the researcher for this research is the researcher itself or human instrument, document analysis, and

observation. The first instrument is the researcher, who acts as a human instrument by choosing the topic, collecting the data, and analyzing the data. The second instrument is document analysis, the document or transcript of Graham Norton's talk show. The last instrument is observation. The researcher will observe any utterances, especially those that consist of conversational strategies. There is an observation table with a code of conversational strategies to help the researcher analyze and classify the conversational strategies and functions used by Graham Norton.

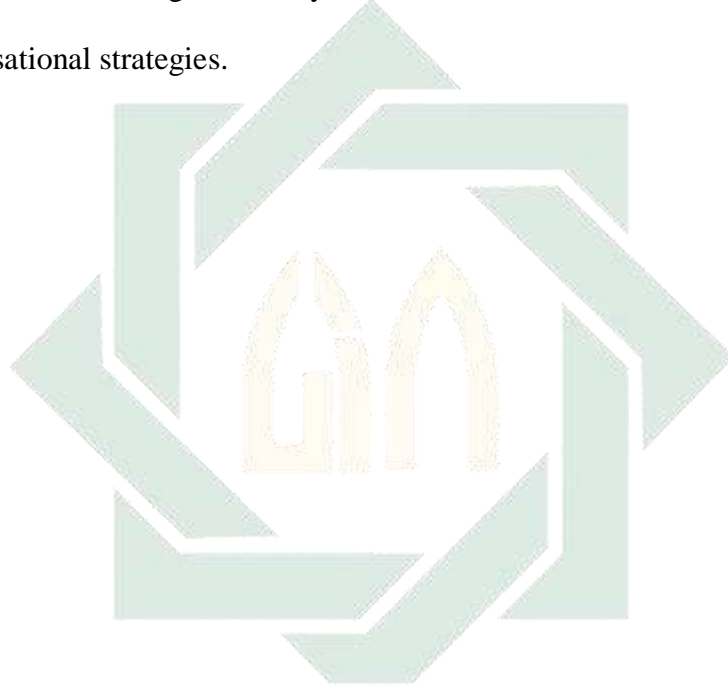
3.2.4 Data Collection Technique

The data in this study was in utterance, including words, phrases, clauses, and sentences that contained conversational strategies uttered by Graham Norton in the talk show. In order to get the talk show video, the researcher watched and downloaded the video from the Graham Norton channel in website Youtube (youtube.com). In addition, these steps the researcher used in order to collect the data as follows:

1. The researcher watched a selected talk show video based on the researcher's criteria for conducting this study.
2. The researcher began transcribing the talk show for all utterances in the video.
3. Then, the researcher watched the video and clarified the transcript to match the transcript and the video. If there is a mismatch between the transcript, the researcher would revise the transcript.

5. Drawing the conclusion

The last procedures were the researcher discussing the data result in the paragraph and presenting the study conclusion based on the finding and discussion of this study. The researcher concluded what are the conversational strategies used by Graham Norton and the functions of the conversational strategies.



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Minimal Responses, Hedges, Tag Questions, Questions, Commands and Directives, Swearing and Taboo Language, and Compliments.

Based on the research results, the researcher has answered the first question in the research question, which is related to the types of conversational strategies. The researcher found that Graham Norton did not use all strategic conversation when interviewing guests on his talk show. Graham Norton uses several strategies such as minimal responses, hedges, tag questions, questions, commands and directives, and compliments. The most frequently used conversational strategies are questions, and conversational strategies never used are swearing and taboo language. This happens because Graham Norton acts as a host on a talk show. When interviewing his guests, he often uses questions to get the information he gets. As for the swearing and taboo language strategy, Graham Norton does not use it at all, even though the atmosphere that Graham Norton creates is like an informal talk show. Avoiding using swearing and taboo language makes Graham Norton easily make his guests feel relaxed and not sarcastic.

These results have similarities with research conducted by Harjo & Dewanti (2017) entitled *The Conversational Strategies Used by the Host and the Guest in One Episode of Black and White Talk Show Program*. In this study, the strategy findings used by the talk show hosts entitled *Black and White* are minimal responses, hedges, tag questions, questions, commands and directives, and compliments. Also, the questioning strategy is the most frequently used because they both have a role as hosts on a talk show.

The researcher also answered the second research question about the function of the conversational strategies used by Graham Norton showed different

functions in each strategy. The questioning strategy, which is the most widely used strategy by Graham Norton, has a very helpful function for Graham Norton in interviewing his guests. As shown in the diagram in the previous chapter, the use of questions has twenty-one data. In this study, the researchers found that the questioning strategy did not only function as seeking information. The researchers found other functions of questions, such as maintaining the conversation and showing curiosity. While listening to the guest's statement during the interview, Graham then responded to the guest's statement using a question strategy that still had the same context as the guest's statement. This, at the same time, also indicates that Graham understands what his guests are conveying and expresses his curiosity about the topics discussed by his guests.

The next conversation strategy is the minimal response, Graham's second most used strategy on talk shows. According to Coates (2013), women use minimal responses to support the speaker's argument. However, this study shows that Graham, a man, also uses a lot of minimal responses. This happened because the conversation context required Graham to use a minimal response strategy. In Graham's speech, there is a minimal response strategy that he uses as a response to support the statement put forward by his guest. This study also found another function of minimal response: keeping the conversation going. When guests from Graham talk about a topic, Graham will respond with a minimal response strategy. However, when Graham responds to the conversation, the speaker will not feel disturbed or interrupted. This strategy indirectly indicates that Graham understands the intent and message that has been conveyed.

The strategy that Graham uses next is hedging. According to Coates' statement (2013), hedges are a strategy that someone uses when they feel uncertain about their statement. This research found that Graham's utterances which contained hedges strategies in them, served as a marker that there was doubt about the statement that Graham uttered. However, there is also another function of hedges used by Graham, namely, to feel strongly about a statement or inquiry.

Research using the same theory entitled "*Conversational Strategies Used Between Oprah Winfrey and Lance Armstrong In The Oprah Winfrey Show*" conducted by Nurmaya (2015) found different results on the function of the hedges strategy. In this study, using hedges in utterances containing "I think" shows that someone has confidence in their statements. In contrast to Nurmaya's research (2015) which found that hedges are used to express uncertainty.

The next strategic conversation is commanding and directives which appear three times in the talk show session. According to Coates (2013), men more often use aggravated directives in stark contrast to women, who often use mitigated directives. In this study, Graham showed that he often used aggressive directives in his utterances. The main function of Graham's speech, which uses the commanding and directive strategy, is to make someone do something. Aggressive directives are more directed towards direct orders to listeners than mitigated directives with a more polite impression.

Furthermore, the tag question is a type of conversational strategy that is rarely used by the researcher in this research subject. This can be seen from the

data found by the researcher in the study, namely, only one utterance. Graham uses the function of the tag question itself to clarify information for his guests.

The last conversational strategy used by Graham is the compliment. In this study, the researcher found that Graham's utterances contained his compliment strategy to compliment his guests. Nevertheless, in this strategy's function, Graham uses several functions. Graham uses compliments to open the event by praising his guests for building rapport so that there is an indirect connection between Graham and his guests. Additionally, Graham also uses strategy compliments to appreciate people in terms of talent or appearance.

Based on the discussion above, the researcher can conclude that conversational strategies can be found when speaking without them realizing it. These conversational strategies also have different functions based on the context of the conversation. This raises the researchers' minds that several other factors influence and make different functions of the conversational strategies. There are several possibilities. Graham uses several strategies from conversational strategies. First, he wanted to express his enthusiasm and curiosity by answering and limiting his sources. Second, Graham may want to keep the interview process flowing so that Graham can keep the conversation on track without interruptions. He also uses conversational strategies on his talk shows to put his guests at ease. As host, Graham is responsible for keeping guests' attention and the audience engaged in conversation.

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

This chapter presents conclusions from the findings and a discussion of the data that has been found. Moreover, this chapter also provides suggestions that can be used by future researchers connected to this research, especially in the field of conversational strategies.

5.1 Conclusions

This study investigates the conversational strategies used by Graham Norton on a talk show entitled The Graham Norton Show. This research uses Coate's (2013) conversational strategies theory to answer the problems of this research. Based on the results of the research that has been found, the researcher estimates that forty-seven utterances from Graham Norton contain conversational strategies. Twenty-one utterances use the question strategy; fourteen utterances contain the minimal response strategy; four utterances contain the hedges feature; four utterances use the compliment strategy; three use the commanding and directives strategy; and one contains the tag question strategy. Researchers did not find strategies for swearing and taboo language in Graham Norton's speech on the talk show because the use of swearing and taboo language strategies can be considered impolite, especially since this talk show is being broadcast on TV and Youtube.

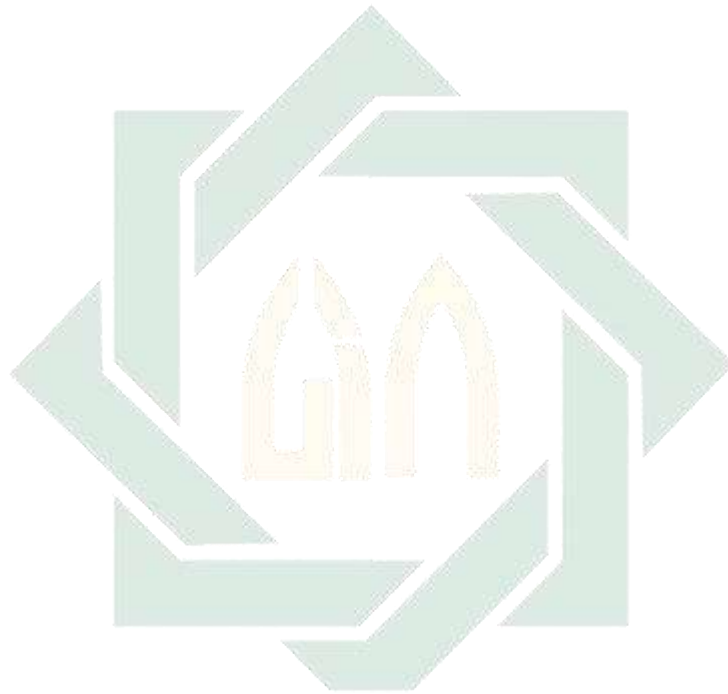
From the total data found, it can be concluded that Graham Norton often uses strategic questions. The researcher also concluded that each strategy has its

form and function. He often uses the question strategy because when he interviews the guests he invites, he uses questions to find the information he wants. In using the minimal response strategy, Graham Norton uses a minimal response in the form *yeah*, *yes*, *hmm*, *wow* where each form of this minimal response has its own function. Based on the data that has been found, *yeah*, *yes* has a function as the approval of the speaker's statement or argument. Whereas in the use of *hmm*, *wow* has the function of maintaining the conversation. The hedges strategy used by Graham Norton has a function to show the confidence of Graham Norton's statements or questions. Complement is a strategy used by Graham Norton to appreciate someone both in terms of appearance and character. Commanding and Directives have a function as asking someone to do something. The last strategy used by Graham Norton is the tag question, which he uses to clarify and ask for confirmation from his interlocutor.

5.2 Suggestions

In this research, researchers can say that other research related to conversational strategies and their functions is needed. Because doing research that examines conversational strategies is very interesting because many strategies are used unconsciously when people are speaking. This study only focuses on conversational strategies and their functions using Coates' (2013) theory. Therefore, for future researchers who wish to research topics similar to this study, researchers from this study suggest choosing another theory or combining other theories related to conversational strategy theory to gain new insights and new understanding of conversational strategies. Researchers also suggest researching other objects such as debates, films, reality shows, and podcasts. The researcher

also hopes for future researchers who have the same topic as this research as a reference to help future research.



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