CONVERSATIONAL STRATEGIES USED BY HOST IN THE GRAHAM NOTRON SHOW

THESIS



BY: DONNY SHIDDIQ FRIZTIANTO SUWONDO REG. NUMBER A73219053

ENGLISH LITERATURE DEPARTMENT
FACULTY OF ADAB AND HUMANITIES
UNIVERSITAS ISLAM NEGERI SUNAN AMPEL
SURABAYA
2023

DECLARATION

I am the undersigned below:

Name : Donny Shiddiq Friztianto Suwondo

NIM : A73219053

Department : English Literature

Faculty : Adab and Humanities

University : UIN Sunan Ampel

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Donny Shiddiq Friztianto Suwondo

Reg. Number. A73219053

APPROVAL SHEET

CONVERSATIONAL STRATEGIES USED BY HOST IN THE GRAHAM NORTON SHOW

by Donny Shiddiq Friztianto Suwondo Reg. Number A73219053

approved to be examined by the board of examiners of English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya

Surabaya, June 21, 2023

Advisor 1

Dr. H. Mohammad Kurjum, M.Ag NIP. 196909251994031002 Advisor 2

Raudlotul Jannah, M. App. Ling.

NIP. 197810062005012004

Acknowledged by
The Head of the English Literature Department

Endratno Pilih Swasono, M.Pd. NIP. 197106072003121001

EXAMINER SHEET

This is to certify that the Sarjana thesis of Donny Shiddiq Friztianto Suwondo (Reg. Number A73219053) entitled Conversational Strategies Used by Host in The Graham Norton Show has been approved and accepted by the board of examiners for the degree of Sarjana Sastra (S.S.), English Literature Department, Faculty of Adab and Humanities, UIN Sunan Ampel Surabaya.

Surabaya, 04 July 2023

Board of Examiners:

Examiner 1

Dr. H. Mohammad Kurjum, M.Ag. NIP. 196909251994031002

Examiner 2

Raud Jannah, M. App. Ling. NIP. 197810062005012004

Examiner 3

Endratno Pilih Swasono, M.Pd.

NIP. 197106072003121001

Examiner 4

Dr. Phil. Kamal Yusuf, M.Hum. NIP. 197906062005 11010

knowledged by:

acuty of Adab and Humanities

Sunan Ampel Surabaya

Mohammad Kurjum, M.Ag.

LRIF 196909251994031002



KEMENTERIAN AGAMA UNIVERSITAS ISLAM NEGERI SUNAN AMPEL SURABAYA PERPUSTAKAAN

Jl. Jend. A. Yani 117 Surabaya 60237 Telp. 031-8431972 Fax.031-8413300 E-Mail: perpus@uinsby.ae.id

LEMBAR PERNYATAAN PERSETUJUAN PUBLIKASI KARYA ILMIAH UNTUK KEPENTINGAN AKADEMIS

Nama	: Ponny Shiddig Fristianto Suwondo
NIM	: A73219053
Fakultas/Jurusan	: Fakultas Adab dan Humaniora / Sastra Inggris
E-mail address	: donny shiddig a gmail.com
UIN Sunan Ampe ✓ Sekripsi □	ngan ilmu pengetahuan, menyetujui untuk memberikan kepada Perpustakaan el Surabaya, Hak Bebas Royalti Non-Eksklusif atas karya ilmiah: Tesis Desertasi Lain-lain () Mal Grategies Usud by Host In The Graham Show
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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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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 appeard 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 pf 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.



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).

2.3 Conversational Strategies

According to Coates (2004) There are several conversation strategies that use in the conversation including minimal response, hedges, tag question, question, directive, swearing and taboo word, and compliments.

2.3.1 **Minimal Responses**

Bennet (1991) states that minimal responses have terms such as "assert terms" back channel" and "accompaniments signal". The minimum response itself often appears in interactions in conversations from speakers and listeners when talking about something. There will be many variations in the listener's response when hearing the speaker speaking or finishing speaking. Listener responses such as "hmm", "yes", "right" are called minimal responses. Coates (2013) argues that a minimal response is a form that indicates that the listener has positive attention to the speaker.

Hilda: I'm upset that I didn't pass the French exam...

Nanda: mhmm..

Hilda: Even though I've studied all night

Nanda: yeah

The listener uses minimal response to show support or a short response to the speaker. Aside from that, it might also be a signal that the interlocutor should continue to speak. In the example above, it can be seen that Nanda shows a minimal response of 'mhmm' and 'yeah' as a short response to Hilda and as a signal that she is listening to Hilda's conversation.

2.3.2 Question

Question is one part of the conversation that has a function to seek information. Coates (2013) argues that questions arise with some regularity in conversations like these that encourage the speaker to assume the role of expert.

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This is because when one asks a question, the interlocutor will definitely be the source of all the questions raised. In using questions this feature can sometimes be used to start a topic in conversation and also as a series of conversations to keep the conversation going.

There are two types of question that used in conversation those are yes/no question and WH question. WH questions are more used for specific purposes where the question "who" is used to ask people, "where" is used to ask for a place or location, "when" is used to ask for time, "why" is used to ask many causes or reasons for an event or event, "what" is used to be more general, namely being able to ask about objects, situations, conditions, and actions. "how" is used in the specific stages of how an event occurs. While the yes/no question is used a question that has an answer between yes and no

The following is an example of using WH questions in conversation:

Jack: Where do you want to eat? Maddie: I want eat at Dominos

Jack: When?

Maddie: Tonight

In the example of conversation above, it can be seen that Jack using the WH question and used "where to ask the location and "when" to ask time about when Maddie will eat outside.

The following is an example of using yes/no questions in conversation:

Jack: do you passed the exam?

Maddie: Yes

Jack: Was the result good?

Maddie: Not bad

In the example conversation above, it can be seen that the speaker B immediately answered the speaker A's questions without hesitation. Using

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questions is also a way to keep the conversation going. In addition, this is a

powerful linguistic form to obtain a response.

2.3.3 Hedges

Women often use hedges or filler in their speech. The words such as sort

of and kinds of are classified as hedges, while well and you see are classified a

filler. Women use the hedges to express their uncertainty about what they say or

when giving a statement, but they are not sure about it. "Also, women use filler,

which gives a pause for women to think about what they want to say. Some

researchers report that women use hedges three times more than men" (Holmes,

2013). Lakoff (1973) argues that using of hedges indicates that the women lack

confidence. This means that women have a lack of self-confidence, making them

use hedges or filler more often.

2.3.4 **Tag Question**

According to Coates (2013), the question tag is a sort of linguistics

associated with uncertain qualities. Because the question tag is used when the

speaker lacks confidence in what they are saying, it can also reduce the force of

their statement. The example of tag question is, "didn't you?", "Isn't it", "really?",

"right?". The speaker asking a question in order to gain confirmation of

information that the speaker uncertain about it. Holmes (1986) states that there are

three functions of using tag questions. First is to express uncertainty, second to

express speaker's positive attitude, and last is to express politeness.

Hilda: She is a singer, isn't she?

Rose: Yes

In the example above, it can be seen that A uses the tag question "isn't it?" to ensure the truth to B that the addressee is a singer. Some examples of other tag questions are "isn't that right?, right?, don't you?".

2.3.5 Swearing and Taboo Language

Coates (2013) describes that the use of swearing and taboo language has a symbolic relationship with masculinity and feminism. In using swearing words and taboo language, men use it more than women, but that does not mean that women never use swearing words and taboo language. In society, the use of taboo language and swearing words is considered not good according to the norms that apply to society. However, when using swearing and taboo language, it is used to express one's emotions by saying things like 'shit', 'damn', 'the hell'. According to Eckert (2003) Swearing and other taboo words are a powerful form of expression, also swearing and other taboo words are a type of exclamation that can be used to make extreme claims.

2.3.6 Command and Directives

Coates (2013) describes that commands and directives is speech that used to direct or instruct someone to do an action or goal that they want. There are differences in the use of directives between women and men. Men are more likely to use the aggressive direction of telling someone explicitly what to do than women. Women, on the other hand, tend to use reduced instructions more often that include the speaker and the purpose or intent. However, the use of aggressive and mitigated directives can also be seen from the context of the conversation

whether it is formal or informal. Examples of aggravated and mitigated directives can be seen below.

Edward: Give me those potato chips! I want to taste it.

From the example above, Edward uses aggravated directives in which he explicitly orders someone to get him some potato chips.

Bella: let's move to another book.

The example above is a directive uttered by a woman. Bella proposes action in conversation with the mitigated directive "let's" which softer the utterances of commanding. Meanwhile, Edward's directive is to explicitly commanding what other people should do for him. Therefore, in term of types of commanding is depends on specific actions or goals.

2.3.7 Compliments

Holmes (1986) defined a complement as a speaking act that expressly or implicitly gives credit to someone else for some "good" (property, quality, talent, etc.) that is positively regarded by both the speaker and the hearer. According to Coates (2013), women receive and give more praise than males. Since the complimenter pays attention to the demands of the other person's positive face, Holmes explained, compliments may also be employed as positive politeness.

Women compliment other women in various ways and on different subjects than men do. Women appreciate compliments on their appearance more than men do. Men actually shy away from compliments about their attractiveness, in contrast to women who like it. Meanwhile, men like to give and receive compliments on their abilities or possessions.

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 I A A A PEL

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.

2.4.3 Supporting Speaker's Argument

In conversation, the speaker conveys his argument to the listener. Listeners can respond depending on the context being discussed. Listeners can agree with only a short response, such as a minimal response strategy in conversation. A minimal response that uses a form such as yeah, right, yes indicates that the listener shows a supportive action when hearing the speaker's argument. Using a minimal response, the speaker will immediately know what the listener is supporting and what argument he is talking about. Moreover, the minimal use of this response can prevent the speaker from being interrupted.

2.4.4 Expressing Uncertainty and Certainty

Speakers sometimes use hedges as connectors to express certainty and uncertainty. Depending on the conversation's context, the hedges strategy provides a different purpose. The phrase "I'm sure, and I'm sure" is one that women use to emphasize their confidence in a statement or a question. On the other hand, women tend to employ the phrasing "I mean", "I think", "typically", and "something like that" when they feel strongly about a statement or inquiry. A woman will say "I suppose", "I mean", "and so on" if unsure about the remark or inquiry. In light of this, it may be said that using hedges is a linguistic tactic emphasizing uncertainty over certainty.

2.4.5 Asking Confirmation

The speaker asks the audience to confirm or validate the information or viewpoint by appending a tag question to the statement. The tag questions strategy is frequently used to get the listener's confirmation or agreement. Tag questions

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.



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 ass 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, there steps the researcher used in order to collect the data as follows:

- 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.

4. The researcher begins to collect the data by stoping and repeating the video.
When the researcher finds an utterance that includes conversational strategies,
The researcher repeats those processes to gain all the data.

3.3 Data Analysis Technique

After collecting the data, the next step is analyzing the data. The researcher conducted several procedures to help the researcher analyze the data that had been collected.

1. Coding

The researcher used code to categorize types of conversational strategies.

The researcher used code by the first alphabet for each type of conversational strategy. The principles in this research can see as follows:

Table 3.1 Table of Conversational Strategies Code

No	Types of Conversational Strategies	Codes
1	Minimal Response	MR DET
2	Hedges	HS
3	Tag question	TQ I
4	Question	Q
5	Command and directives	CAD
6	Swearing and Taboo Language	STL
7	Compliments	С

Moreover, the researcher identifies the data by reading the transcript and watching the video to compare text data and actual video data. Then, the researcher bolding the data that consisted of conversational strategies.

2. Classifying

The researcher classified the data based on Coates's theories about conversational strategies.

Table 3.2 The Classification of Conversational strategies used by Graham Norton

No	Data	Types	Function	Interpretation
1.	G: In fact yeah, you've all been here before. Thanks. And what a time to be in London, ladies and gentlemen. These people are going to go a mark on our capital. Patrick	Q	Seeking of information.	The context of this conversation is at the beginning of the talk show after Graham gave a warm greeting to his guest. Graham immediately started his guest interview by starting the conversation with the topic of star trek to Patrick by asking something. The conversational strategies used by Graham are questions because they use the form of yes/no questions. Graham used a yes/no
	Stewart. Have			question to find out whether Patrick
	you been to Picard Dilly Station? No.		7/	had seen an advertisement for the Star Trek film he was starring in.
	Have you seen this?			

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3. Calculating the Data

After classifying the data according to Coates's theory, the researcher calculates the total finding of the data using the table below.

Table 3.3 Table of Total Data

No.	Types of Conversational	Data Numbers	Amount
	Strategies		
1	Minimal Response (MR)	5 ,9 ,10, 12, 13, 15,	14
		16, 19, 21 ,32 ,35	
	A	,36 ,41,47	
2	Hedges (H)	17, 20, 26, 30	4
3	Tag Question (TQ)	31	1
4	Question (Q)	1, 3, 4, 6, 7, 8, 14,	21
		2 <mark>2,</mark> 23, <mark>24,</mark> 25, 27,	
		<mark>29,</mark> 33, <mark>38,</mark> 40, 42,	
	3/11/11/11	43, 44, 45, 46	
5	Command and Directives (CAD)	18, 28, 34	3
6	Swearing and Taboo Language		-
	(STL)		
7	Compliment (C)	2, 11, 37, 39	4
Total	SURA	ВА	47 A

4. Describing

The researcher described Graham Norton's conversational strategies when conversing in the talk show. Then, the researcher would explain about the conversational strategies. Also, the researcher explained the conversational strategies functions used by Graham Norton.

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.



CHAPTER IV

FINDINGS AND DISCUSSION

This chapter presents the findings and discussion of this study that has been done. In *The Graham Norton Show* researcher identifies and describes the types of conversational strategies and the function used by Graham Norton based on Coates's (2013) theory in order to analyze the data.

4.1 Findings

In this section, the researcher presents conversational strategies and the function apparent on Graham Norton's utterances during the talk show. The researcher used conversational strategies theories from Jennifer Coates. From Coates's theory researchers can classify types of conversational strategies such as; minimal responses, hedges, questions, tag questions, commanding and directives, swearing and taboo language, and compliments. The researcher collected all the utterances in the conversation during the talk show and found 47 utterances that contained conversational strategies.

4.1.1 Types of Conversational Strategies

Based on Coates's theory of conversational strategies (2013), the researcher found that each strategy's total emergence differs in the utterance of Graham Norton in *The Graham Norton Talk Show*. Graham uses six out of seven strategies when talking to guests on talk shows. The question strategy appears 21 times and is the most frequently used conversational strategy. Other type used by

Graham Norton are minimal response, hedges, tag question, commanding and directives, and compliment. Meanwhile, the strategy did not appear in the talk show is swearing and taboo language.

4.1.1.1 Minimal response

A minimal response refers to a short and concise answer to a question, statement, or situation. It often denotes immediate understanding, approval, acknowledgement, or other reaction in casual or informal interactions and usually carries little information. "yes," "no," "okay," or even non-verbal indicators such as a nod or a slight smile are examples of minimal responses. In this research, the minimal response is the second-most frequent strategy used by Graham in the talk show. Graham is often used to show response responses that do not disturb the speaker when speaking. During the conversation, Graham only listened to his guest when they were speaking. After the guest paused or finished speaking, Graham responded briefly using a minimal response. The examples are as follows:

Jennifer: I'm so glad you brought that up.

Graham: Yeah, yeah. (nodding)

The conversation between Graham and Jennifer includes a minimum response in which Graham responds to Jennifer when finished speaking. The conversation started when Graham and Jennifer discussed the drama series that Jennifer starred in entitled "Modern Mother and Daughter". When Graham brought up the topic, Jennifer was so pleased that she brought up the topic and created nostalgia. Graham responded with a "yeah, yeah" while nodding, showing minimal response strategies. The second example of a minimal response strategy was used by Graham Norton.

Data 2

Michael: Yeah, I play Bryan Stevenson. He's a defense attorney from Delaware, but he started his organization, the EJI, the Equal Justice Initiative in Alabama. And he pretty much, he's fighting for equal justice, you know, within the criminal justice system in America that we all know has a problem.

Graham: yeah

The context of this conversation is that Graham asked about the film played by Michael and Jamie, who are both the main characters of this film. Michael explains the role of the character he plays. Moreover, Michael also explained that the original figure he played saved many people in court. Graham used The minimal response strategy again when he listened to Michael talking about the latest film he was starring in. Graham responded with a statement about what Michael was talking about, using a minimal "yeah" response. The third example is:

Data 3

Patrick: Then his girlfriend, Jane Asher, then, told him that I loved Aston Martins. I was driving a battered old Ford, but Aston Martins were my dream car.

Graham: *Hmm*

This conversation started when Graham asked Patrick about the title "sir" he has and how he uses it in his life. Paul said he met Sir Paul McCartney at one of the most expensive restaurants, namely the Tower Bar. When Patrick shared his experience, Graham responded with "hmm" which was a minimal response strategy to make it appear that Graham understood what Patrick was talking about. As well as other minimal response strategy in examples like the following:

Data 4

Michael: So so how that worked itself out was so I bought a house and I moved my parents in from New Jersey out to Los Angeles and you know, just the transitional period.

Graham: Yeah.

Michael: And then, you know, Kwanzaa came and the New Year's came.

And then Imean, then birthdays came. I didn't know...

In this conversation, the context is when Jamie talks about the parents who live with him and the circumstances of Jamie's home relationship. Then it continues with Michael's story of buying a house for his parents, ending with the house being occupied by Michael himself. Then Michael explained in detail how it happened. During the story, Michael paused and during the pause Graham responded with "hmm", and Michael continued his story. In this conversation, Graham demonstrates a minimal response strategy by showing minimal response using the word "hmm".

4.1.1.2 Hedges

Hedges is a strategy used by someone when they feel uncertain about the statement or question when they are asking. Hedges are usually at the beginning of the sentence followed by questions and statements. examples of hedges are "i think", "like", "i'm sure". However, the function of hedges can vary depending on the context of the conversation. In this study, hedges occur four times in the talk show of Graham Norton and his guest. The reason that hedges is only appeared four times in Graham's utterance because he uncertain about the particular topic and to indicate that his statement is not a definitive fact. The examples are explained in the following data.

Data 5

Graham: Well, you've got amazing reviews for it. I'm not surprised.

Jennifer: It's huge fun. It's huge fun. It's properly funny,

In this conversation, the strategy of hedges occurs when Graham tries to respond to Jennifer when telling her about the tour Jennifer was doing. Jennifer

shared that she planned to tour several cities and perform at a big festival. Graham then made his statement about the reviews Jennifer got that allowed her to appear in various cities and festivals. In the statement made by Graham, there are hedges that he uses at the beginning of the sentence, namely the word "well", which indicates that his statement is not a definitive fact and requires an explanation from Jennifer.

Data 6

Graham: Ladies and gentlemen, talking of Star Trek, now this will really please kind of Star Trek nerds and anoraks. A little bit of trivia that *I think* a lot of people don't know is that Joanna... Joanna Lummi.

Jennifer: Honestly, I am so flattered by that

This conversation happened when Graham talked about the Star Trek film franchise in which characters are similar to Jennifer, even though Jennifer has never been in the Star Trek franchise. Graham uses the "I think" hedges which he uses before his statements. Graham uses the hedges Strategy in order to open up the conversation in the talk show.

4.1.1.3 Tag question

When interviewing someone, the host must seek confirmation of the information to discuss. When asking for confirmation the host has various ways to ask for confirmation. The host can use a tag question formed by turning a statement into a question by adding a short question at the end. In the end, an example of a short question is, *didn't you? Isn't it, really?, right?*. The examples are explained in the following data.

Data 7

Graham: Sir Patrick Stewart. And you don't really use the sir much, do

you?

Patrick: Uh... LAUGHTER

Graham: Sorry, should I have been calling you?

Patrick: No, I shouldn't.

The conversation above occurred when Graham and his guests saw a movie clip starring Patrick Stewart. Patrick is often called "sir" by the film's costars in the footage. Then Graham uses the strategy tag question where Graham asks questions that end with "do you" to Patrick.

4.1.1.4 Question

Questions are one part of a conversation in which one of the speakers seeks information from the listener. The questions themselves have two types, namely WH questions and yes/no questions. The WH question itself is usually used by someone to ask specific things. Whereas the yes/no question only has an answer between yes/no, in every conversation, the listener does not always answer with a yes/no answer. The listener might answer by explaining the answer. Question strategy is the most strategy that appeared in Graham's utterance. Because when interviewing guests, Graham tends to ask about a particular topic to guest and the guest elaborates or explains the answer to the asked question.

Data 8

Jennifer: I didn't actually have to give birth to them. They are my daughter gave birth to the ladies.

Graham: But now what do they call you?

The conversation starts when Graham and Jennifer talk about the birth of their fifth grandchild from Jennifer. Then Graham asked how Jenifer's grandson called Jenifer when they met. The data in bold is categorized as a question in conversational strategies because it has the WH question type that consists of the word "what".

Data 9

Graham: In fact yeah, you've all been here before. Thanks. And what a time to be in London, ladies and gentlemen. These people are going to go

a mark on our capital. Patrick Stewart. Have you been to Picard Dilly Station? No. Have you seen this?

This conversation begins at the talk show's beginning after Graham warmly greets his guest. Graham immediately started his guest interview by starting the conversation with the topic of star trek to Patrick by asking something. The conversational strategies used by Graham are questions because they use the form of yes/no questions.

Data 10

Graham: So, Jean Luke, as the series begins, where are you? What happened to you?

Patrick: Well, 18 years have passed since Star Trek Nemesis, our last feature film. So, he is no longer in Starfleet. There is a good reason for that which gets explained. He is no longer involved whatsoever in space. What he's doing is running a winery in France

The context of this conversation is Graham talking about the Sequel of Star Trek that will appear on the streaming platform. Then Graham asked Patrick if he was a character from the film. The conversational strategies Graham uses are questions that use the WH question, which asks specific questions about whether Patrick and the characters he plays will be present in the series sequel.

Data 11

Graham: Do you do that?

Michael: See, it's always a coincidence.

During this conversation, Graham discussed whether Patrick had seen the film he was starring in. Patrick responded by telling how he had seen his own film in the hotel and was embarrassed to see himself in the film. Then Michael responded with, "I know how you feel" hearing these words, Graham immediately turned the conversation to Michael and asked if Michael also had the same experience as Patrick. Graham immediately asked Michael, using yes/no

questions, "do you do that" to get Michael to share his own experiences with the topic.

4.1.1.5 Commanding and Directives

Command and directives act is one expression to make someone do something. In the use of commands and directives, men are different from women. Men prefer to use aggravated-type command directives, telling someone explicitly to do something. Meanwhile, women use more mitigated directives which are softer in pronunciation and look similar by using the words "could, would, please" before the word directives. In this study shows that Graham Norton often used aggravated directives because Graham wanted explicitly command his guest to explain the detail of the event.

Data 12

Patrick: I got mine on the Queen's birthday honours. But you have reminded me that I did have a sir encounter only a few weeks ago in Los

Angeles. A rather fancy, in fact, extremely fancy restaurant.

Graham: Tell them what it is, because they'll know.

Patrick: It was the Tower Bar. Uh, Sunset Tower? No

The conversation above represent Graham Norton showed strategies of command and directives in his utterance. Graham and Patrick talked about the title of "Sir" that Patrick have and how Patrick used the title in real life. Even though Graham already knows the story, Graham orders Patrick to tell the story to the other guests about Patrick's story with the title "Sir". Graham uses the word "tell them" that includes aggravated directives which means explicitly stating what the listener should do.

Data 13

Graham: it, stick with it because, Jennifer, you're not much to do in episode one, but then your story really takes off in episode two.

Jennifer: Yes.

Graham: So, tell us why about it?...

Jennifer: Well, I mean, it's from a book by Harlan Coburn, who writes

these extraordinary mystery dramas. And it's really set...

This conversation took place between Graham and Jennifer who were talking about Jennifer's appearance on the series she was starring in. After Graham talked about his statement about Jenifer's appearance that wasn't much in episode one, Graham told Jenifer to tell why it happened using a commanding and directives strategy by using word "tell us" which is aggravated directives that Graham explicitly commanding Jennifer to explain about her appearance.

4.1.1.6 Compliment

In conversation sometimes compliment is thrown from one speaker to another. Compliment is a positive expression or also called positive response which shows appreciation for the other person. Graham shows the appreciation on his guest which refer to appearance, skills. achievement, to the nature of a person. Praise itself makes the relationship between speakers feel close and valued.

Data 14

Graham: So, if you do set his eye line... It's uncanny, ladies and

gentlemen.

Jennifer: It's uncanny.

Graham: Uncanny. Beautiful. Very good. Right, let's move on to our

movie tonight.

Praise was seen again when Jennifer tried the same wig as the character in the Star Trek film. But Graham told Jennifer to show the same facial expression as the character in the film. After showing a face with a mysterious expression, Graham complimented Jenifer with the words "uncanny beautiful" for the appearance shown by Jenifer. Another example compliment strategies is:

Data 15

Graham: and his band and his backing band! Comeon over, Michael, meet the people! Terrific job, so, so good! Come and meet everybody, this is Michael, Jennifer, Jamie, Michael P and Sebastian! There we go! Thank you, thank you! Whoo -hoo! *That was terrific!*

Michael Kiewnucka: Thank you very much!

Graham: *it was brilliant!* That, of course, from the album Kiewanucka, which is out now, good. That's here in a single.

After Michael made a singing appearance by singing songs from his new album. Graham asked Michael to sit with the other guests and introduced him to the other guests. Michael's performance made Graham want to appreciate the skills and appearance of Michael, Graham immediately praised Michael with "That was terrific" and "it was brilliant!".

4.1.2 Functions of Conversational Strategies

After analyzed the types of conversational strategies used by Graham Norton, the researcher analyzes Graham Norton's utterances, gesture, and context of the conversation. The researcher analyzed function of each conversation strategies based on context of conversation. The most frequent functions of conversational strategies are maintaining conversation. The function of the conversational strategy that is not used is expressing emotion in which there is no swearing and taboo language strategy used by Graham Norton on the talk show. These are the function of each strategy that appeared in Graham Norton's utterance in the talk show.

4.1.2.1 Supporting Speaker's Argument

When a guest talks or discloses the host often use a minimal response strategy in responding to the statement made. The host uses a minimal response strategy to support the argument because the minimal response aims to provide

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sufficient information or reasons to support the argument without unnecessary explanation.

Data 16

Graham: Any which way who? Jennifer Saunders was in the original

1960s series. Jennifer: I was. Graham: *Yes*.

Graham and Jennifer tell the old series that Jennifer starred in first.

Graham asked Jennifer to confirm whether Graham's statement was true. Jenifer replied "I was" and Graham responded with "yes. The strategy that Graham used was a minimal response that serves to agree with the speaker's statement about the looks of the real figure in the picture.

Data 17

Jenifer: He doesn't look old enough.

Graham: *yeah*

The conversation above took place when Graham and all of his guests were talking about the figures that were made into films. Then Graham showed a photo of Michael B. Jordan with the figure he was playing. Jennifer looked at the photo and Graham responded with a minimal "yeah" response. The function of the minimal response strategy used by Graham is to support the speaker's argument which shows Graham agrees that the figure played by Michael does not look too old.

4.1.2.2 Maintaining Conversation

When interviewing guests, guests will explain in detail regarding the answers related to the topic being broadcast. Hosts have many variations to respond to a given answer without interrupting the speaker. The detailed examples are described in the data below.

Data 18

Jamie: And here's the good part about it. He loved tennis. So I got a chance to take him to the US Open when he got out. And we watched Venus and Serena play. And we sat there and tears ran down our cheeks. But when he got a chance to see this movie, he said, you tell that young brother, Michael B. Jordan, keep doing what he's doing because this is so important for us.

Graham: yeah

Jamie recounts the bitter experience he experienced with his family because of the injustice of laws that apply in America to people with colored skin. Despite interrupting the guest who was explaining his story, Graham responded with a minimal response strategy which kept the speaker from interrupting the story being told. Graham then uses a "yeah" response which is a minimal response. The function of the minimal response strategy that Graham uses is to keep the conversation going. Because indirectly it can make the speaker know that the listener is paying attention and understands the message conveyed.

Data 19

Michael: women, people from the LGBTQ community, people with disabilities that they're heavily and seriously considered for the job. And honestly, half the time you just you just need an opportunity. You know, in our industry, we work with people that we know. Graham: *yeah yeah*

Michael tells about the studio he worked with to make the film. He is happy that this study can cooperate with everyone regardless of anything. People with disabilities as well as people from LGBTQ can work in the production house that Michael works with. Graham responded to Michael's statement by using the minimal response strategy. The function of the strategy that Graham uses is maintaining the conversation.

Data 20

Michael: Yeah, because when I was in Logan, just with Xavier playing with dementia, you know what I'm saying? It was like those moments between you and he's acting were just phenomenal. And it was really,

really funny to me. Like, it cracked me up. It was a good time. Comedy scares me.

Graham: hmm

According to him, comedy is very scary for him, not like fear, but more his disbelief in acting in comedy films. Similar to "yeah", the word "hmm" is

Michael shared his perspective on films that have a comedy genre.

another example of minimal response. Graham responded to Michael's statement with a minimal response strategy. This indirectly made the speaker sure that

Graham understood what he was saying. The function of this strategy is to keep

the conversation going, this indirectly makes Michael feels uninterrupted and

continues his statement.

Data 21

Patrick: Five minutes go by, and into the restaurant walks Sir Ringo Starr.

I swear to you, I'm not making this up.

Graham: Were they together?

Patrick: They were at the same table

Patrick recounts his experience eating at the most luxurious restaurants in Los Angeles. He told how the atmosphere in the restaurant at that time was a lot of goods and food available on one table. Patrick told me that he met Sir Ringo Starr at that time. Graham asked yes/no questions, which served to show his curiosity about the story Patrick was telling. And also maintaining the topic of the conversation.

Data 22

Graham: So, wouldn't you have lots of friends there? Would you go to school every day?

Michael: Yeah, hopefully I have a lot of friends there, but I used to go to... It's like ten minutes walk from my mum and dad's place.

Michael Kiewanucka tells where he always appears and also where he lives where he is new and was interrupted by Jamie. Graham asked how Michael

Kiewanucka's life was since he was so young. Graham inquiries about Michael's social and school life. Graham uses the question strategy to seek information from Michael. The questions that Graham uses also have the function of maintaining the conversation even if it is interrupted.

4.1.2.3 Expressing uncertainty and certainty

Depending on the context of the conversation, hedging serves different purposes. Hedges strategy can be used by someone to convey an expression of not being confident, and confident about the statements or questions they make. In this study, Graham is seen using a hedge strategy by using hedges at the beginning of his statements and questions. However, Graham uses hedges on certain topics, and the rest Graham rarely uses hedges in his speech. The examples are explained in the following data.

Data 23

Graham: Well, you've got amazing reviews for it. I'm not surprised.

Jennifer: It's huge fun. It's properly funny.

Based the conversation above, Graham and Jennifer talked about the tour Jennifer was doing. Jennifer shared that she was planning to tour several cities and perform at a festival. Graham responded to Jennifer's statement by making a statement. However, the statement that Graham said used hedges "well" because he uncertain about the statement about the amazing review that Jennifer received.

Data 24

Graham: Ladies and gentlemen, talking of Star Trek, now this will really please kind of Star Trek nerds and anoraks. A little bit of trivia that *I think* a lot of people don't know is that Joanna... Joanna Lummi.

Jennifer: Honestly, I am so flattered by that

In the discussion above, Graham talked about the franchise in the Star Trek film where Jennifer plays a role in the film. Graham uses the "I think"

hedges which he uses before his statements. Graham uses hedges because he is not confident with his statements and afraid of being wrong. Therefore, he uses hedges at the beginning of his statements.

Data 25

Michael: we work with our friends. We work we work with people we previously work with. And that can kind of create a circle. So this is like levels the playing field a little bit to let everybody in and have an opportunity.

Graham: yeah, that's great, Jamie, *I think* everyone was so moved by you talking about your father and the fact you've been living with you. OK, so that's lovely. But then your mother also lives in the same house Jamie: that that poses a problem.

Michael tells how he moved into the house he was supposed to give to his parents. Then he told how he enjoyed working with the people in the production house he worked with. Graham responded to Michael's argument and immediately switched topics to Jamie and used hedges at the beginning of the sentence with the word "I think" before the statement about people being sad stories from Jamie's father. The function of hedges used by Graham is because he is certain about his opinion about people who are touched because the topic that Jamie brought about his father was covered by Michael's contrasting story.

4.1.2.4 Asking for Confirmation

When guest stars explain or provide information, the hosts sometimes ask to clarify the information they just received. Using the tag question strategy helps hosts clarify information to their guests. The tag question can also function as a question used to find a clear answer. This invites the listener to explain and elaborate the answer. Tag questions can be 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. The example function of tag question in Graham Norton's utterance.

Data 26

Graham: Sir Patrick Stewart. And you don't really use the sir much, do

you?

Patrick: Uh... LAUGHTER

Graham: Sorry, should I have been calling you?

Patrick: No, I shouldn't.

The above conversation occurs while Graham and his guests are viewing a film clip starring Patrick Stewart. Patrick is frequently called "sir" by the film's co-stars in the trailer. Then Graham used a strategy tag question in which Graham asked a question. The question tag used by Graham has a function to verify the information about how Patrick used his title.

4.1.2.5 Seeking Information

In conversations with guests, the host certainly wants to find specific information about certain things from their guests. Looking for information is needed to continue the conversation and can open new topics. In this study, Graham used a question strategy in seeking specific information from his guests.

Data 27

Michael: which is food, you know, to make sure that she's not going to be sure I'm eating well.

Graham: Do you FedEx food? How do you move? How do you move food?

Michael: I honestly haven't figured out her secret because getting it through customs and making. I don't I don't know how she figured out how she smuggles the food into these countries, but she has it worked out.

Michael tells about how his relationship with his mother. Michael said that his mother always made food for him so that he would always eat well. However, Michael's mother always sends various foods across the border that officers must check. Graham shows curiosity about the way Michael's mother delivers the food.

Graham asked several questions using the WH question and yes/no question forms. The questions raised by Graham have the function of seeking information and expressing curiosity.

Data 28

Graham: Nice. Patrick, do you still get Earl Grey tea sent to you all the

time?

Patrick: All the time. Yeah.

After talking with Michael about Michael's mother who always sends food from anywhere, Graham then changed the topic and started talking to another guest, Patrick. Graham opened up a conversation with Patrick using questions as a strategy for topic selection. Even though Graham uses yes/no questions, listeners don't always answer with yes/no answers, sometimes, they can answer with elaborate answers.

Data 29

Michael: My mum and dad are actually here.

Graham: Oh, are they? Oh, where are they?

Michael: I don't know where they are, but they're here somewhere.

After discussing how Michael Kiewanucka's life after becoming famous, Michael Kiewanucka changed the subject and told Graham that Miachael's parents were on set. Then Graham responded with two questions of two types at once, namely the yes/no question and the WH question. Graham uses questions to express curiosity because Graham's question is followed by another question which is used to ask for information about where Michael Kiewanucka's parents are.

4.1.2.6 Commanding

The main purpose of the commanding is to get someone to do something.

There are different functions of several types of directive words. Words like *can*,

could, 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. In this study, Graham rarely used the commanding and directives strategy because Graham himself was the host who interviewed his guests and would not order activities to be carried out, but he used this strategy to instruct his guests to explain in detail about a particular topic. However, Graham shows that he did not hesitate to give instruction explicitly for the guest when used aggravated directives. The detailed examples are described in the data below.

Data 30

Graham: Explain explain about that.

Michael: Well, the inclusion writer. A few years back at the Oscars, I heard Frances McDormand give this amazing speech about her inclusion writer.

Graham talked to Michael that the film called Mercy was like Michael's own child. Because he makes movie scripts from scratch and is also active in film production. Michael talked about how he wrote the script for the film by means of inclusion writing. Graham was interested in the inclusion writing mentioned by Michael. Graham used the commanding and directives strategy, asking Michael to explain the inclusion writing he was using.

Data 31

Patrick: I got mine on the Queen's birthday honours. But you have reminded me that I did have a sir encounter only a few weeks ago in Los Angeles. A rather fancy, in fact, extremely fancy restaurant.

Graham: *Tell them what it is, because they'll know*. Patrick: It was the Tower Bar. Uh, Sunset Tower? No

In the dialogue above, Graham Norton demonstrates command and directive strategy in his utterance. Patrick and Graham discussed his " Sir " title and how he applied it to his daily activities. Graham asks Patrick to tell the

other guests about Patrick's story with the title "Sir" even though Graham is aware of the story. Graham used command and directives strategy in order to commanding Patrick about his experience.

Data 32

Graham: it, stick with it because, Jennifer, you're not much to do in episode one, but then your story really takes off in episode two.

Jennifer: Yes.

Graham: So, tell us why about it?...

Jennifer: Well, I mean, it's from a book by Harlan Coburn, who writes

these extraordinary mystery dramas. And it's really set...

This conversation occurred between Graham and Jennifer, who were talking about Jennifer's appearance on the series she was starring in. After Graham talked about his statement about Jenifer's appearance, which was not much in episode one, Graham told Jenifer to tell why it happened using a commanding and directive strategy by using the word "tell us". The commanding and directives used by Graham is to instruct Jennifer to tell details about her appearance in the series she is starring in.

4.1.2.7 Building Rapport

Compliment strategy can build positive report cards where praise can make the conversation atmosphere feel calmer and friendlier. In his research, Graham uses praise strategies for building rapport which are useful when Graham wants to communicate well with someone, especially his guests. The detailed examples are described in the data below.

Data 33

Graham: Jennifer Saunders, I think you've agreed. Ladies and gentlemen, *you look fabulous*.

The conversation above happened on an early talk show. After Graham had called all the guests, Graham wanted to make the talk show more informal

and intimate. Graham uses compliments to compliment all of his guests to achieve an informal setting. at the same time to build rapport for a connection between Graham and the guests. The second example can seen as below:

Data 34

Graham: So, if you do set his eye line... It's uncanny, ladies and

gentlemen.

Jennifer: It's uncanny.

Graham: Uncanny. Beautiful. Very good. Right, let's move on to our

movie.

Praise was seen again when Jennifer tried the same wig as the character in the Star Trek film. Nevertheless, Graham told Jennifer to show the same facial expression as the character in the film. After showing a face with a mysterious expression, Graham complimented Jenifer with the words "uncanny beautiful" for the appearance shown by Jenifer.

4.2 Discussion

This research is a present study of a video talk show hosted by Graham Norton entitled *The Graham Norton Show*. This study focuses on the utterances, words, gestures, and phrases produced by Graham Norton when speaking. Based on the subject of this research, researchers focus on analyzing conversational strategies by Coates (2013).

Since this study uses the theory of conversational strategy from Coates (2013) and subject data from conversations on talk shows. It can be said that this research supports the theory of conversational strategies, which focuses on the strategies in conversation. Coates (2013) states that there are strategies that a person uses unconsciously when speaking, which has a different function for each strategy. There are seven strategies that humans use when speaking. There are

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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