

**Classifications, Types, and Resolution Devices of Overlaps on an
Internet Conversation
A Case Study: A Telegram Phone Talk**

A Thesis

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ABSTRACT

This research investigates overlaps that occurred in an audio phone call conversation on Telegram. This research aims to identify classifications and types of overlaps as well as to comprehend the overlaps resolution devices employed by the speakers: two Indonesian women using English during the conversation. The research method used here is a descriptive-qualitative analysis. The study applied Anthony J Liddiocat's theory to define overlap resolution devices. As for the classifications and types of overlaps, the study uses Adda et.al (2007) and Niapele's et.al (2022) concept. The data is taken from an audio phone call conversation via Telegram. Incorporating evidence from review of related studies, data, and result of investigation, this current research demonstrates that of four overlaps classifications, it is found that the most commonly employed classification goes to backchannel (52), following the other with the next order being in anticipated turn-taking (14), length complementary (13), and turn request (10). Therefore, the dominant overlap type response is acknowledged to be the collaborative type with the occurrence as many as 54 while the interruptive type counts as 23, generating a ground assumption that overlaps in this case indicate support and active listening by both speakers to the topics being delivered. As for the occurrences of overlaps resolution devices there are hitches: cutting off the talk (1), repeating the previous utterance (32), and lengthening a segment of talk (3). Perturbations: making a higher pitch (11), increasing volume (7), and talking in a slower or faster pace (6). In addition, speaker behavior: latching (23) and beat (4). The deployment of such overlaps and its devices by speakers aims to maintain the conversational flow so it can result in an effective communication.

Keywords: *Classifications of overlaps, Conversation Analysis, Overlap resolution devices, Social Interaction, Telegram Phone Call, Transcription, Types of overlaps*



ABSTRAK

Penelitian ini menyelidiki tumpang tindih yang terjadi dalam percakapan panggilan telepon di Telegram. Penelitian ini bertujuan untuk mengidentifikasi klasifikasi dan jenis tumpang tindih serta untuk memahami perangkat resolusi tumpang tindih yang digunakan oleh pembicara: dua wanita Indonesia yang menggunakan bahasa Inggris selama percakapan. Metode penelitian yang digunakan di sini adalah analisis deskriptif-kualitatif. Penelitian ini menggunakan teori Anthony J Liddiocat untuk mendefinisikan perangkat resolusi tumpang tindih. Sedangkan untuk klasifikasi dan jenis tumpang tindih, penelitian ini menggunakan konsep Adda et.al (2007) dan Niapele et.al (2022). Adapun data untuk penelitian ini merupakan percakapan panggilan telepon audio melalui Telegram. Dengan menggabungkan bukti dari tinjauan studi terkait, data, dan hasil investigasi, penelitian ini menunjukkan bahwa dari empat klasifikasi tumpang tindih, ditemukan bahwa klasifikasi yang paling sering digunakan adalah *backchannel* (52), diikuti oleh klasifikasi lainnya dengan urutan berikutnya adalah *anticipated turn-taking* (14), *length complementary* (13), dan *turn request* (10). Oleh karena itu, jenis respon tumpang tindih yang dominan diakui adalah jenis kolaboratif dengan kemunculan sebanyak 54 kali sedangkan jenis interupsi sebanyak 23 kali. Hal ini menghasilkan asumsi dasar bahwa tumpang tindih dalam kasus ini mengindikasikan adanya dukungan dan pendengaran aktif dari kedua pembicara terhadap topik yang sedang disampaikan. Adapun kemunculan perangkat resolusi tumpang tindih adalah halangan: *cutting off the talk* (1), *repeating the previous utterance* (32), dan *lengthening a segment of talk* (3). Gangguan: *higher pitch* (11), *increased volume* (7), dan *slower and faster pace of talk* (6). Selain itu, perilaku pembicara: *latching* (23) dan *beat* (4). Dalam hal ini ditemukan bahwasanya penggunaan tumpang tindih dan perangkat resolusi tersebut bertujuan untuk menjaga alur percakapan sehingga dapat menghasilkan komunikasi yang efektif.

Kata kunci: *Klasifikasi tumpang tindih, Analisis Percakapan, Perangkat resolusi tumpang tindih, Interaksi Sosial, Panggilan Telepon Telegram, Transkripsi, Jenis-jenis tumpang tindih*