

## CHAPTER I

### INTRODUCTION

#### 1.1. Background of Research

Overlapping in talk, speakers talking simultaneously, is regarded as the conversational strategy or known as a 'basic design feature' used free-flowingly by speakers, in which the occurrence of such is mainly because of the failure in adhering the organization of talk itself (Schegloff, 2000, p.2) & (Niapele et.al, 2022). Following the foregoing mentioned, it is generally due to either one speaker does not wait until the completion of Transition Relevance Place or cannot receive proper signs of TRP. According to Turnbull (2003), over the years, humans have continuously refined their thoughts through one of the most comforting methods which is interaction, whether verbal or nonverbal. The immediacy of interaction can be done in real-time or online condition. The real-time conversation usually contains immediate responses, generating a flow of interaction that feels more natural and spontaneous where we can encounter in person or communication channel such as phone calls. It differs from online conversation where it typically deals with text-based communication on media such as messaging apps which create delayed responses.

Humans as a social being possess an impulse for communication which will produce a conversation between whomever involved. Liddicoat (2007) found that conversation becomes the most prevalent uses of human language. Also, Dunbar et.al (1997) suggested that conversation is one of the most prevalent and

globally interactional utility, as people talk to each other all the time. Participants of a certain conversation or talk employ turn at talking and delivering responses and feedback. Conversation offers complex aspects, taking silences, cadence or pitch of one's utterance, and etc into account which often go unnoticed. According to Goffman (1964), speaking activity is one of the social situations that people often underestimate where he also argued that human's talk is based on linguistic aspects, mainly words, no matter in what language the talk runs and it is not merely about the speakers, yet it is socially organized and governed by systematic sets of conversation in order to achieve the orderliness of the talk itself.

Liddicoat (2007) found that as humans establish an interlocutor for a conversation, they certainly produce a significant linguistic form and conduct rules naturally embedded in mind namely turn-taking. According to Stivers et.al (2009), when a social life is conducted, humans establish an interlocutor for a conversation, they certainly produce a significant linguistic form and conduct rules naturally embedded in mind namely turn-taking, or known as as the fundamental part of the infrastructure for conversation. A conversation is expected to adhere the mechanism of turn taking in favor of accomplishing well-managed speaking turns. Unfortunately, as mentioned by Wardaugh (2006) it happens to the best of us to fall short in playing by the rules and tend to 'ignore' and 'violate' specific procedures as we indulge in the give-and-take of conversation. This is what a casual or unplanned conversation might appear. It yields the predominant occurrence of overlaps or perhaps interruptions halting the smooth run of a conversation. According to Liddicoat (2007), ethnomethodology which is an approach of conversation asserts that what seems to be in ordered

appearance actually contains 'chaos' like in terms of conversation. It is interesting to see, in which as Garfinkel (1967) said that conversation deals with ethnomethodology where people form sense of order in daily interactions that expose the hidden structures underlying routine conversations, highlighting the inherent 'chaos' managed by participants.

Getting a glimpse at the present world which has evolved through the internet age, humans' way of getting through to each other can be carried out through many social media platforms. As suggested by Clark and Brennan (1991), a real time conversation conducted via a telephone talk can establish barriers to communication since it potentiates to suddenly lose internet connection, for instance. Either in real or online conversation, the possibilities of gaps and silences being automatically resulted is high. In which case, it typically causes overlaps in turn-taking. Below is an example taken from Liddicoat (2007, p.120)

(1) [Pomerantz (1984) NB: IV:11-1]

→A: God izn it dreary.

(0.6)

→A: [Y'know I don't think-

→B: [.hh It's warm though,

The brief example above offers an overview that silence produced by A's post talk follows an obvious occurrence of overlaps, coming with a possibility of B's attempt to arrange a response which gets delayed, while A carries on the talk.

A typical normal conversation applies the 'turn' as a basis for good speaking 'flow'. Accordingly, Mey (2001, p.139) put forth that it is of the greatest

importance to know “*how people go about allocating turns to each other or themselves*”. Therefore, it underlies the turn-taking mechanism comes into exist. Turn-taking mechanism involves taking the floor, holding the floor, and yielding the floor. In the naturally occurring data, there are linguistically conversational issues during the run on the interaction. In linguistics, conversation has been in the peak reach of the writers’ (researchers) concern. He also built upon Burke’s statement of an approach where it goes the same as Liddicoat (2007), addressing what qualifications ensure someone to be a skilled speaker or ‘conversationalist’. Eggins & Slade (1977) argued that when people think they simply converse in a seemingly trivial talk actually carries a vital role in the **turn-taking system in conversation** because the way people take turns in speaking cannot be random since it follows socially determined rules and norms that shape interactions and, in turn, construct social reality. From this point forward, a set of perspective rules or simply known as defining rules describe how and what a conversation supposedly be. While as with so many people view conversation as a simple aspect in our social world, the organization within conversation exceeds beyond the front coating of mere daily activities. Hence, linguists and researchers in any attempted of bringing up and placing a high concern over this language phenomenon.

Leading to this interest which has brought a matter to the thesis writer’s attention, this research will focus on the overlaps of a conversation in a naturally occurring corpus data. The data in this research is taken from a by-telegram recorded conversation on a Telegram phone call feature between two Indonesian women using English during the whole state of talk. The conversation varies with

random topics. It is a casual conversation that can be encountered in-evidence-daily activities.

Hereby, what becomes the focal point in this research is the way speakers take turn to each other as well as the effect yielded. This study aims to look at the classifications as well as types of overlaps and how they ought to be resolved, produced by the two speakers in a natural conversation audio on a telegram phone call feature. By carrying out such research with specific focus on overlaps in that online conversation, it prodigiously creates a worthwhile contribution to the study of Conversation Analysis. Moreover, this research is expected to help gain understanding of the classifications as well as types of overlaps and its resolution device in the conversation.

## **1.2. Research Questions**

There are three research questions underlying this research which go as follows:

1. What are the classifications found in the audio phone call Conversation on Telegram?
2. What are the types of overlaps based on the classifications found in the audio phone call Conversation on Telegram?
3. How overlaps are resolved in the case of conversation?

## **1.3. Objectives of the Research**

There are three objectives of this research aligned with the research questions:



1. To identify classifications and types of overlaps found in the audio phone call Conversation on Telegram
2. To define types of overlaps based on the classifications found in the audio phone call Conversation on Telegram
3. To comprehend the resolution device of overlapping talk employed by speakers in the conversation.

#### **1.4. Focus of the Research**

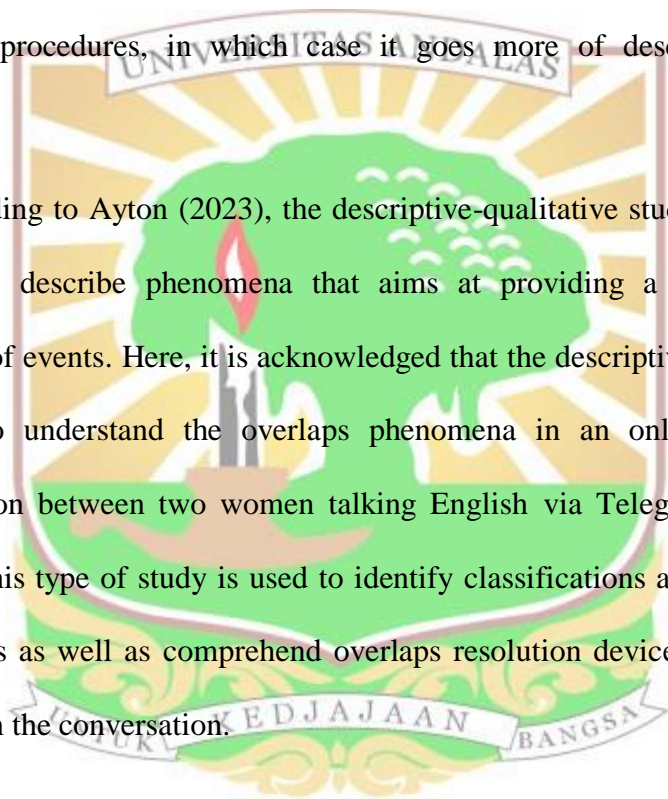
The focus of this data stems from ensuring the data conversation, looking at the time of the conversation happened (12/12/2023) and the speaker' involvement: only 2 women with the duration of around 32 minutes talk which captures 6 times of the topic shift. In addition to that, the transcription is filtered to put a focus only on the overlapping speeches, primarily looking at the classifications and types of overlapping speech occurred during the conversation as well as investigating the overlaps resolution devices employed by speakers. This research focus lies in identifying classifications of overlaps, defining types of overlaps, and comprehending overlaps resolution devices found in the audio phone call Conversation on Telegram. The establishment of this research focus is to avoid large explanation, since there are a lot of aspects of CA that exist in the conversation.

#### **1.5. Methods of the Research**

There are two methods in conducting this research: collecting the data and analyzing it which are thoroughly presented in the next following point. This research draws on a library research which serves as sources to support the data that will be analyzed. The data here refers to the online phone call

conversation on Telegram and the sources to support the analysis may stem from books, journal articles, past researches, and websites, etc. According to Miles and Huberman (1994), qualitative research usually deals with visual data, such as words and texts, including naturalistic research method as it conforms to natural setting, this type of method is also known as ethnographic method (Sugiyono, 2018). Generally, Human becomes the pivotal instrument in this method. Qualitative research works to address issues that are not using statistical procedures, in which case it goes more of descriptive in this analysis.

According to Ayton (2023), the descriptive-qualitative study is a research method to describe phenomena that aims at providing a comprehensive summary of events. Here, it is acknowledged that the descriptive-qualitative is suitable to understand the overlaps phenomena in an online phone call conversation between two women talking English via Telegram phone call feature. This type of study is used to identify classifications and define types of overlaps as well as comprehend overlaps resolution devices employed by speakers in the conversation.



### 1.5.1. Data Collection



This research uses a conversation audio on Telegram Phone Call Feature split into several sequences performed by two women using English as the main language. The conversation took place on December 12<sup>th</sup>, 2023 and was found in archive. The reasons I chose the data and not using other data that can be found on YouTube or other internet sources which may discuss broader topics are because this data assists me to see the conversational state and context well, since the researcher, me, is one of the speakers, and it is easier to get the consent form signed by another speaker due to the relation both speakers have. The overlaps in the chosen conversation on the Telegram can be represented by looking at the audio quality which might degrade and more difficult to distinguish between voices which have led to muffled sounds or mixed audio layers. Also, the delay and echo play a part as the root for the overlapping speech in which they are noticeable during the conversation. Leading to this way, a transcription can



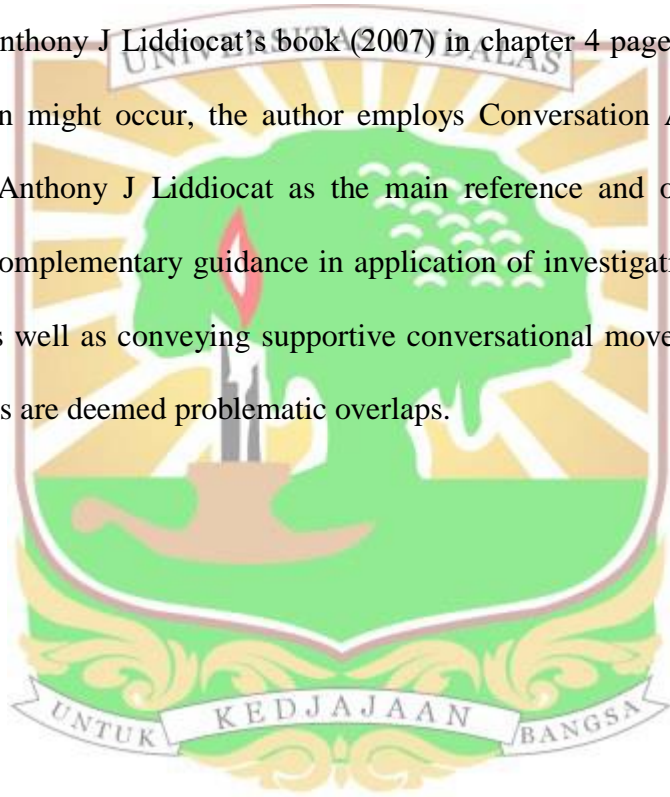
capture those overlaps moments to see the topic shifts, conversation dynamics, and verbal or nonverbal behaviors. Telegram has a recorded feature, generating a high-quality sound which sets it different from many other social media. The recording feature is designed available to storage the conversation. To claim, this conversation is not a by-human record.

The research applies several steps in collecting the data. First, the conversation audio on Telegram which has been available in automatically recorded by Telegram Phone Call Feature is recorded again on the iPhone screen recording to be divided into sequences to avoid large size to be later uploaded in Google Drive. Second, the results of screen recording of the conversation are then stored into the gallery and uploaded on Google Drive to move them to the PC. Then, each part of the videotaped recording conversation in drive is downloaded and the inserted into ELAN application to help make the transcript and apply the transcription symbols. The conversation transcript is divided based on the data card/the cut of overlapping conversation. This is done to help me establish focus on overlaps in that conversation. I also use of books, journal articles, websites, and past researches to support my arguments and statements when analyzing and explaining the data into descriptive explanations.

### **1.5.2. Data Analysis**

To analyze the data, this research uses the collected data and Conversation Analysis theory by Harvey Sack in 1960 which studies the organization and the orderliness of social interaction, involving the systematic examination of verbal and nonverbal behaviors such as turn-taking that bears an interactional phenomenon as overlaps, pauses, gestures, etc to understand how people

communicate with each other. To begin the analysis, the data is filtered which conforms to the objectives of this study (overlaps). Second, the data on the transcript are divided per datum of overlapping conversation in order to define the overlaps classifications and its types by referring to articles by Adda et.al (2007, p.4) & Niapele (2022, p.16). Also, in order to see the overlap resolution devices employed by the speakers, I will define what devices are used by speakers to resolve the overlaps, in which each of overlaps datum will be scrutinized with the guidance of Anthony J Liddiocat's book (2007) in chapter 4 page 91. To support the implication might occur, the author employs Conversation Analysis theory according to Anthony J Liddiocat as the main reference and other references involved for complementary guidance in application of investigating overlapping speech data as well as conveying supportive conversational move with regard to not all overlaps are deemed problematic overlaps.



## 1.6. Definition of Key Terms

**Table 1.1** Lists of Symbols in a transcription

[ ]	The square brackets indicate the occurrence of overlapping speech
=	Equal signs indicates immediate welcome of an utterance (one at the end of a line and another at the start or shortly thereafter)
::	Colons are used to indicate the stretching of the sound or prolongation of an utterance
↑	The up arrow marks the rise of intonation/pitch
↓	The down arrow marks the fall of intonation/pitch
>...<	The “more than” and “less than” indicate the talk is rushed fast-paced
<...>	Used to indicate the stretch of talk is slowed
hhh	It indicates hearable aspiration (e.g laughter, breathing, etc)
(hh)	It indicates an inhalation in between an utterance
{...}	Curly braces are used to indicate a breath duration or other sounds heard as a pause or gap of silence
(...)	Parentheses indicate uncertainty of an utterance (usually due to overlaps/other conversation hindrances)
((...))	Double parentheses are used to indicate transcriber’s descriptions if events such as ((cough)), ((whispered)), ((sniff)), etc.
√	Indicates an overlap resolution part