

CHAPTER IV

CONCLUSION LIMITATION AND SUGGESTION

4.1 Conclusion

This research focuses on the classifications and types of overlapping speeches as well as looking into how the overlaps are resolved by speakers in a naturally occurring audio phone call conversation on Telegram. As per the presented result which is supported through a reference-based investigation, it is acknowledged that of the four overlap classifications, scoping the entirety of the overlaps conversation, there are 10 occurrences in the use of turn request, 14 occurrences of anticipated turn taking are performed, 52 occurrences come with backchannel, and 13 occurrences go to the length complementary. From this point forward, the most dominant overlap type goes to the collaborative type with the occurrence being as many as 54 performed by the speakers, in which the interruptive type captures as many as 23 occurrences.

As for the overlap resolution devices, it is found that there are three main devices: hitches, perturbation, and speaker behavior. For the details, there are three sub devices in hitches with so far having only one occurrence of cutting off the talk, 32 occurrences of repetition, and 3 occurrences of lengthening a segment of talk. The other three sub devices in perturbations are higher pitch which is performed 11 times, faster/slower pace of talk accounts as many as 7, and the increased volume comes with 6 times resolving performances.

Moreover, it can be seen from the speaker behavior, both speakers employ latching as many as 23 performances and 4 times in the use of beat, all in attempts

to resolve the overlaps. However, the phenomenon of speakers falling short in resolving the overlaps is discovered to be counted as many as 10 times due to both speakers give in and the overlaps are resolved independently by pauses.

According to the result and analysis, the acknowledgment of the collaborative type becoming dominant rather than the interruptive type in that natural conversation indicates not all overlaps are considered interruptive. This is due to the speakers often use backchannel and anticipated turn taking as responses to each other's utterances/topics. In which case, setting up to talk before the other finishes talking can be regarded as showing support or enthusiasm to the utterances being delivered by an interlocutor. This supportive conversational move is a strategy to avoiding silence and considered as a conversational ethic. It sets a difference with the interruptive overlap type, where the existence of such overlap is because the incoming speaker wants to assert dominance or cannot wait until the completion of the current speaker's Transition Relevance Place. Moreover, the interruptive type (turn request and length complementary) in such overlaps sometimes demonstrate a so-called active listening due to the speakers feel encouraged to respond and lead them to take the floor even before the completion of the current speaker's transition relevance point but still with the same topic discussing. In addition to the foregoing, the internet connection problem also becomes the reason why the overlapping conversations seem interruptive and this is because each speaker cannot get the proper signals of utterances from each other so they stick to the assumptions that the floor belongs to them while the other is midsentence.

As for the overlap resolution devices employed by speakers, there are cutting off the talk, repeating the previous utterance, and lengthening a segment of talk (known as hitches). Besides, making a higher pitch, increasing volume, and talking in a slower or faster pace are known as perturbations. Moreover, other resolution devices that show speaker behavior are latching and beat. It can be concluded that despite of all the devices employed, they indeed aim to maintain the conversational flow and function as the overlap prevention as well as an emphasis towards the speaker role in order to minimize tension and create an effective communication.

4.2 Limitation

This research only works towards the classifications and types of overlapping speeches as well as the overlap resolution devices used by speakers in attempting to manage the overlapping speeches in a naturally occurring audio phone call conversation on Telegram performed by two Indonesian women using English in a whole state of talk. Nevertheless, this research may enable me to dive deep into many aspects, such as looking into the use of repair, turn-taking, interruption, and the implication of rapport, etc. Yet, for the current research, I place a limit only on the classifications and types of overlapping speeches as well as the overlap resolution devices to avoid excessive focus that can confuse both readers and I.

4.3 Suggestion

In considerably fact, there are a lot of aspects that can be fostered throughout my experience in conducting this research, in which they can be a future suggestion for the next research. Given the current research, it would be better for the future researchers: to investigate how speakers' relationship allows the overlaps to be more collaborative rather than interruptive; the overlap comparison between Indonesian speakers and English native speakers; repair in conversation; turn taking in a face-to-face conversation; and to see the cross-cultural aspects in overlaps phenomena, in which those will grow and be beneficial in the future.

