

# CHAPTER I

## INTRODUCTION

### 1.1 Background of The Study

The term “conversation” can be described as spoken communication between people using language (Mastroianni et al., 2021). Conversation can also be defined as an informal two-person talk or small group discussion. In their study, Murtarelli, G., Gregory, A., & Romenti, S. (2021) argue that organizations frequently use conversations to establish agreements, streamline decision-making, and enhance interactions. It can be concluded that conversation is how to communicate between two people or small groups to achieve a certain goal. In conducting conversations or interactions, several aspects and subtleties usually need to be identified further to discover the patterns in communication encounters (Pilnick et al., 2018).

Yijin Wu (2021) wrote about conversational analysis in his study. He explains that conversational analysis or CA, examines the social structure of "naturally occurring conversation," or "talk-in-interaction," by carefully describing and examining the objective data gathered by audio or video recording equipment. In short, conversation analysis studies the communication that results from typical interpersonal encounters (Nordquist, 2019). The research object of the conversational analysis is the conversation itself, which takes place in all facets of everyday life. Sidnell (2016) proposes

five significant research studies within conversation analysis, one of which is repair.

Repair refers to one of the key areas of study in conversation analysis related to the systematically ordered set of "repair" techniques that participants employ to address speaking, hearing, and understanding difficulties (Sidnell, 2016). The repair helps to mend the broken or jumbled dialogue, so the speaker and the listener can comprehend one another. Both the speaker and the interlocutor can start the repair process. There are four types of repair, such as self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair (Schegloff et al., 1977). The reason why the speaker or the interlocutor is doing repair has been explained by Clark & Clark (1977) as cited in Pujarwanti's (2019) thesis. There are three possible sources of regulatory problems according to Clark & Clark, such as cognitive difficulty, situational anxiety, and social factors.

The three possible sources of regulatory problems proposed by Clark & Clark can encourage people to rectify their speaking errors (Pujarwanti, 2019). Considering those three possible sources of regulatory problems, repair can come off at any time and in any situation. Pujarwanti (2019) declared in her thesis that repair can come in daily conversation such as chatting on the phone, speaking at school, speaking at home, or speaking in public. Repair can also occur in an impromptu discussion where the participants are conversing with one another without prior planning (Rheisa, 2014). According to Rheisa (2014), she argues that a talk show is one example of an impromptu discussion.

According to Timberg (2002) as cited in Rheisa (2014), a talk show is a radio or television program whereby a popular host conducts interviews with notable individuals and other attendees. Talk shows have drawn in a sizable audience because these programs are entertaining and informational with their humorous and comforting elements (Wu, 2021). In brief, a talk show refers to an entertaining and informative television program in which the host interviews the interviewees or guest stars. Talk shows become the object of this study. The writer chose talk shows because it is one of the impromptu discussions that can cause repair in the conversation.

In previous studies, conversational analysis of repair has been investigated by several writers. One of the studies researching conversation analysis of repair was done by Tita Novitasari and Ernie D. A. Imperiani (2019). Their study focuses on analyzing conversation analysis of repair in elementary students using Schegloff's theory to find out the types of repair and Finegan's theory to find out the techniques of repair, with the title *A Conversation Analysis of Repair Strategies in Indonesian Elementary EFL Students'*. Their study differs from this study in terms of its analysis's focus. In contrast to their study which focuses on the conversation of repair in Indonesian elementary EFL students, this study analyses the conversation of repair in talk shows.

The other study on conversation analysis of repair is written by Manan (2019). Her study is entitled *A Conversation Analysis of Repair In Incredibles 2 Movie*. As stated in the title, Manan's study focused on analyzing the

conversation of repair in the movie entitled *Incredibles 2*. Her study used Schegloff's theory to determine the types of repair and Leech's theory to determine the intentions of repair in the conversation of the film. The difference between Manan's and this study lies in the focus of the analysis and the underlying theoretical framework. Her study analyses the conversation of repair in movies, and the theories used in her study are Schegloff and Leech. Meanwhile, this study focuses on analyzing the conversation of repair in talk shows and the theoretical framework used in this study is Schegloff, Zhang & Tang, and Clark & Clark's theory.

Pujarwanti (2019) wrote her thesis about conversational analysis of repair entitled *A Conversation Analysis in Classroom Interaction*. Pujarwanti's study focused on analyzing the conversation of repair in classroom interaction between teachers and students using Schegloff and Clark & Clark's theories. The use of the object of study is one of the aspects that distinguishes Pujarwanti's study from this study. Pujarwanti uses classroom interaction, while this study uses talk shows as the object of the study. The fourth previous study regarding the conversational analysis of repair is the thesis by Rheisa (2014) entitled *A Conversation Analysis of Repair in The Oprah Winfrey Show: A Special Episode with Michael Jackson*. Similar to this study, she has used talk shows as the corpus of her study to find out the repair among its conversation. The difference is that she did not analyze the factors that initiate repair made by the participants of the talk show.

The next example of a previous study that was discovered by the writer is a journal article entitled *Conversation Analysis of Repair in EFL Classroom* by L, R. H., Dollah & Jabu (2021). Their article uses Schegloff and Seedhouse's theories to analyze the types of repairs, didactic of repairs, and the trouble sources in the EFL classroom shown by the teacher and students at the XII Grade MIPA 1 of SMAN 1 Jeneponto. So, the difference between this study and their article is the use of theories and objects to be researched. The sixth journal article is written by Mabruroh (2017) with the title *A Conversation Analysis of Repair in Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*. The theory used in Mabruroh's article differs from this study. The article did not use Clark & Clark's theory to analyze the factors of repairs contained in the talk show.

'Aini (2022) also conducted her research about conversation repair using YouTube videos as the corpus. Using Schegloff's theory, the research entitled *Conversation Analysis of Repair in Variety Actors on Actors Between Saoirse Ronan and Kristen Wiig (2017)* aims to identify the types of repair and repair operations. The difference between her research and this study lies in the aims and the corpus that was used. Next, the thesis by Baity (2019) entitled *Conversation Repair in Selected Episodes of British Late-Night Show "Graham Norton Show" (Conversation Analysis)* aims to analyze the types, positions, and patterns of repair using Schegloff and Zhang's theory. The theories that were employed in this study differ from those in her thesis.

The ninth example of the previous study is from Suryadi & Fatmawati's (2020) journal article. Their article differs from this study in the theory and corpus that are used. Their article entitled *Self-Repair Strategies in English Conversations to Teach English Interaction Skill* aims to investigate the repair strategies in American television sitcoms using Schegloff's theory. The last example of a previous study comes from an international journal article entitled *Language alternation and conversational repair in bilingual conversation* by Gafaranga (2012). The article aims to identify the repair sequences in language alternation using Schegloff and Gafaranga theories. The differences between the article and this study lie in the objectives, the theories, and the corpus that was used.

Based on the several previous studies above, it appears that many people are interested in analyzing conversational analysis of repair by using various theories and corpuses to conduct their research. The corpus of this study is two YouTube talk shows entitled *Talk Show with Dr. Alfonsus Laksiditalia Nugroho: Monkeypox Prevention and Treatment* and *Talk Show with Siti Nadia Tarmizi: Monkeypox Virus Causes, Symptoms, Treatment*. The talk show is an example of an impromptu discussion that can cause a repair in the conversation (Rheisa, 2014). Unlike conversations in films or dramas which are scripted, the conversations that occur in talk shows are more natural because both guest stars and hosts carry out conversations without a script being given beforehand.

The writer chose the two talk shows above as the corpus of this study because the conversation repair that occurred in both talk shows could be useful for providing information to the viewer about the monkeypox virus. In the end, the repair aims to provide more correct and accurate information through the improvements they make. By choosing those two talk shows as the corpus, this study wants to analyze the repair in conversations that occur in talk shows that discuss the monkeypox virus and provide information about the monkeypox virus itself.

To analyze the corpus, the writer chose 3 different theories, such as Schegloff, Zhang & Tang, and Clark & Clark theories. The writer chose Schegloff theory because it has become the only renowned theory and has been applied extensively by previous researchers to identify types of conversation repair. Other than that, the writer also used the theory proposed by Zhang & Tang because it is one of the most often used theories to analyze the patterns of repair. Furthermore, the writer also chose Clark & Clark's theory, as the writer only discovered this theory to analyze factors that initiate conversation repair.

This study holds significance as a lot of people are aware that they occasionally make mistakes and do repair in their speech or when interacting with others, but they are unaware of the underlying cause and the pattern behind it. This study will provide further analysis regarding the types, patterns, and also the factors that initiate repair, in order for people to be more conscious and

understand the rationale for their reparations when speaking or interacting with others.

Apart from that, this study will also analyze the differences and similarities regarding repair in the conversation between the talk show with Dr. Alfonsus Nugroho compared to the talk show with Siti Nadia Tarmizi. This is how this study differs from previous research in that it utilizes the data of two distinct corpus; the findings from the two corpus will then be compared to identify any similarities and differences.

## 1.2 Research Questions

Based on the background of the study above, this study attempts to answer the following questions:

1. What types of repair based on Schegloff's theory are used in the talk show with Dr. Alfonsus Nugroho and in the talk show with Siti Nadia Tarmizi?
2. What patterns of repair based on Zhang and Tang's theory are used in the talk show with Dr. Alfonsus Nugroho and in the talk show with Siti Nadia Tarmizi?
3. What factors initiate repair based on Clark & Clark's theory used in the talk show with Dr. Alfonsus Nugroho and in the talk show with Siti Nadia Tarmizi?
4. How are the types, patterns, and factors that initiate repair different and similar in the talk show with Dr. Alfonsus Nugroho compared to the talk show with Siti Nadia Tarmizi?



### 1.3 Purpose of The Study

By conducting this study and concerning to the research questions above, the objectives of this study are as follows :

1. To identify the types of repair based on Schegloff's theory used in the talk show with Dr. Alfonsus Nugroho and in the talk show with Siti Nadia Tarmizi.
2. To identify the patterns of repair based on Zhang and Tang's theory used in the talk show with Dr. Alfonsus Nugroho and in the talk show with Siti Nadia Tarmizi.
3. To identify the factors that initiate repair based on Clark & Clark's theory used in the talk show with Dr. Alfonsus Nugroho and in the talk show with Siti Nadia Tarmizi.
4. To examine the differences and similarities of the types, patterns, and factors that initiate repair in the talk show with Dr. Alfonsus Nugroho compared to the talk show with Siti Nadia Tarmizi.

### 1.4 Scope of The Study

This study examines the types, patterns, and factors that caused the repair in conversation used by the presenter and the interviewee in the two talk shows entitled *Talk Show with Dr. Alfonsus Laksiditalia Nugroho: Monkeypox Prevention and Treatment.* and *Talk Show with Siti Nadia Tarmizi: Monkeypox Virus Causes, Symptoms, Treatment.* The data in this study is analyzed using three different theories, Schegloff, Zhang & Tang, and Clark & Clark's theory.

Schegloff's theory is used to analyze the types of repairs in talk show conversations, while Zhang & Tang's theory is employed to analyze the patterns of repair made by the participants. Furthermore, Clark & Clark's theory is used to analyze the factors that cause conversation of repair in talk shows. Moreover, this study will also identify the differences and similarities regarding repair in the conversation between the talk show with Dr. Alfonsus Nugroho and the talk show with Siti Nadia Tarmizi.

### **1.5 Limitations of The Study**

This study is limited to the subject matter of analyzing conversational analysis of repair in two YouTube talk shows. The writer analyzes the words, sentences, phrases, or clauses appear in *Talk Show with Dr. Alfonsus Laksiditalia Nugroho: Monkeypox Prevention and Treatment*. and *Talk Show with Siti Nadia Tarmizi: Monkeypox Virus Causes, Symptoms, Treatment* using theory by Schegloff to determine the type of repair in that two talk show and Zhang & Tang to find out the patterns of the repair. The writer also analyzes the factors that cause conversation of repair in the talk show using Clark & Clark's theory. Besides that, this study will also identify the differences and similarities regarding repair in the conversation between the two talk shows. The final result of this study will be limited to the types, patterns, and factors that cause the repair on both talk show videos, it will also be limited to the differences and similarities between the two talk shows used as a corpus of this study. This study does not analyze suprasegmental elements such as tone,

intonation accompanying the speakers' utterances or words, phrases, sentences.

### 1.6 Significance of The Study

The writer expected that this study would be significant from both a theoretical and practical standpoint.

#### 1. Theoretical

This study offers a different perspective on the conversation of repair theory put into by Schegloff, Zhang & Tang, and Clark & Clark. Additionally, this study aims to clarify how to use Schegloff, Zhang & Tang, and Clark & Clark's theory to analyze the conversation of repair.

#### 2. Practical

The results of the study are essential for providing a deeper comprehension, more information, and a useful contribution to the conversation of repair.

##### a) The lecturer

This study will provide more information and comprehension about the conversation surrounding repair and the factors that led to repair in order to have an enhanced conversation.

##### b) The student

This study will help students of English, in particular, gain an enhanced understanding of and useful information about the conversation of repair.

##### c) The next writer

This study can provide a deeper comprehension and serve as a useful resource for those who need to conduct a comparable study using different scales.

