

# Conversational Structure Analysis in Conflict Zone Interview

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**Abstract.** The researcher analyzed the conversational structure in the conflict zone interview. The aspects that the researcher examined were opening, closing, adjacency pairs, turn-taking allocation, and repair strategies by using theories of Schegloff and Sack, the data of this descriptive qualitative study were classified into three rules (R1, R2 and R3) of turn-taking allocation namely R1(current-select-next), R2(next speaker self-selects), and R3(no-current-speakerselect- next & no-next-speaker-self-selects) and four strategies of conversational repair: SISR(self-initiated self-repair),OISR (other-initiated self-repair), SIOR(self-initiated other repair), and OIOR(other-initiated other-repair The researcher collected the data by downloading and transcribing the video. The research found that the opening of this conversation used the greeting-thank sequences. In the closing section,the interviewer ensured there was no information left and then closed by saying thanks and pleasure. Regarding turn taking allocation based on Sacks. R1 appeared 231 times, R2 appeared 22 times and R3 didn't appear. In the conflict zone interview, there were 4 combinations of adjacency pairs. There were combinations of questions –answers with 54 pairs, information-response with 8 pairs, statement-confirmation with 55 pairs, and greeting-thank with only 1 pair. Then, there are 4 types of conversational repair found in the conversation. The type of repair that dominates in the conversation was Self-Initiated Self-Repair(SISR) which appeared 45 times. Self-Initiated Other-Repair (SIOR) appeared 3 times, and Other-Initiated Self-Repair (OISR) appeared with 11 times.And then,the last one is Other-Initiated Other-Repair (OIOR) was not found at all.

**Keywords:** *Conversational Structure, Adjacency Pairs, Turn-taking, Repair*

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## 1. Introduction

One of prominent ways to get information as much as possible is by doing interview, nowadays many online medias and printed medias use interview to get information and publish to the society. Ideally interview held in private area, the area has a comfortable room, then the interviewer can easily asks to the interviewee well. Janniro (1991:28) states that exchanging

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information is the result of interview which has formal meeting between two people. Conversation defined as an activity in which two or more people take turns at speaking. In conversation, both of speaker and hearer are supposed to respond each other then they will understand each other.

Conversation analysis is an approach to the analysis of spoken discourse and to manage their conversational interactions. This theory proposed by Harvey Sacks and Emmanuel Schegloff (1974). This theory will be used by researcher to analyse the data in this study. There have been limited researches concerned about conversational structure, the gap this research against the previous researches are some of them use different theory and some of them explain different aspect of conversational structure. In this study, the researcher is interested analyzing an interview which is one of prominent channels named conflict zone, it focusses on controversial issues which are relevant to people all over the world. The first reason why the researcher is interested to choose conflict zone interview as the data of this research is because this interview is one of the famous interview program in the world, the second reason is based on observation of the researcher in conflict zone interview, the researcher found that there are many turn takings, adjacency pairs and conversation aspect in this interview.

## **2. Research Method**

This research used descriptive qualitative method with case study in order to describe conversation analysis in conflict zone interview, according to Bodgan and Bilken(1992) qualitative research is as direct source of the data and the researcher is the key instrument, other technique of such research are word association test, sentence completion test, story completion test and similar other projective technique. The source data of this research was video of conversation between Tim Sebastian as an interviewer and Ibrahim Khalin as Turkish presidential spokesperson on You Tube published on 28 november 2019. The researcher opened the website of conflict zone interview on you tube, then downloaded the video "Does Turkey Still Want To Be In EU?" in the conflict zone interview. In order to achieve the objectives of this research, there some steps which involve ; first, Transcribing the utterances of the conversation in the video:Does Turkey Still Want To Be In EU?, second, Identifying the types of conversation in the conversation, third, Explaining the conversational structure in the conversation, forth, Classifying the data based on the types of conversation to answer the research questions by tabulating, fifth, Classifying the data based on the aspects of the conversational structure to answer the research questions by tabulating, sixth, Reporting the result of research and draws conclusion.

### 3. Result and Discussion

The researcher reveals the answers of the research problems. The data was taken from a YouTube video which the title is "Does Turkey Still Want To Be In The EU ? " in the conflict zone interview. ( Germany,28 November 2019 )

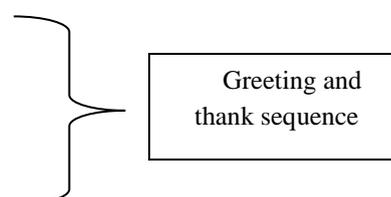
**Table of The Aspects in Convesational Structure frequency**

No	Conversational Structure Aspects	Frequ ency	Tota l
1	<b>Opening</b>	1	1
2	<b>Closing</b>	2	2
3	<b>Turn taking allocation</b>		
3.1	Rule 1 (R1)	232	253
3.2	Rule 2 ( R2)	21	
3.3	Rule 3 (R3)	-	
4	<b>Adjacency Pairs</b>		
4.1	Greeting-Thanks	1	118
4.2	Question-Answer	54	
4.3	Information-Response	8	
4.4	Statement Confirmation	55	
5	<b>Conversational Repair</b>		
5.1	SISR (Self Initiated Self Repair)	45	59
5.2	OISR (Other Initiated Self Repair)	11	
5.3	SIOR (Self Initiated Other Response)	3	
5.4	OIOR (Other Initiated Other Repair)	0	

#### 3.1 Analysis

##### 3.1.1 Opening

-Sebastian : Ibrahim khalin welcome to Conflict Zone



-Khalin : Thank you

This dialogue above shows the opening in the conflict zone interview, Sebastian as an interviewer welcomes Khalin to come to conflict zone interview. It indicates that the interviewer gives greeting to the interviewee, the second dialogue which Khalin as an interviewee says thank you.

### 3.1.2 Closing

- Sebastian	:Thank you very much	} <span style="border: 1px solid black; padding: 2px;">Pre-Closing</span>
- Khalin	:So much to talk about	} <span style="border: 1px solid black; padding: 2px;">Terminal Exchange</span>

On the dialogue above, the pre-closing segment is “Thank you very much” which is said by Sebastian again in order to make sure that there is no information to talk about. The terminal exchange is “So much to talk about” which is said by Khalin to reply Sebastian’s statement in order to close this conversation.

### 3.1.3 Turn-taking Allocation

In this part discusses about the allocation of turn-taking found in the conflict zone interview, The turn-taking found in the data which follows the the three rules of turn taking allocation by Sacks as the theory that the researcher used.

#### 3.1.3.1 Current – Select – Next (R1)

This rule explains that current speaker of the conversation can select the next speaker, the current speaker should gives clue to the next speaker to talk after current speaker completes his statement or question. The example of the clue can be done by mentioning “You” to the next speaker and the name of chosen next speaker, or by rising the intonation of the utterance and invite next speaker to give response.

Current – Select – Next (R1) found the conflict zone interview

-Sebastian :You, you look at the US,Ambasador James Jeffrey, the state departement pointman on Syria, he said Turkey launched this operation despite our objections, undermining the ISIS campaign, risking, endangering and displacing civilians, destroy civilian infrastucture, and thereatening the security of the area, that’s not much of than acculate this ?

-Khalin :Non of that happen actually, they claim

The dialogue above is also an example of Current – Select – Next (R1). Sebastian as an interviewer mentions “You” in his question to Khalin, it’s indication that Sebastian gives next turn to khalin after finishing his question.

### **3.1.3.2 Next Speaker Self-Selects (R2)**

This rule explains that one speaker interrupts one another such as overlapping in a conversation.

Next Speaker Self-Selects (R2) found the conflict zone interview

- Sebastian :You are not interested of that (overlapping)

-Khalin :Most of the things we are talking about (overlapping )

It indicates that there is overlapping each statement. Before Sebastian finish his statement, Khalin makes an interrupts toward Sebastian’s statement, it also indicates that Khalin chooses himself to be the next speaker automatically.

### **3.2.3.3 No Current Speaker Selects Next & No Next Speaker Self-Selects (R3)**

This rule happen when current speaker have finished his statement, then the next speaker won’t use the opportunity to talk just passed through. After that, the conversation will be continued by current speaker. The researcher didn’t find anything about it.

### **3.1.4 Adjacency Pairs**

Adjacency pairs are the basic unit on which sequences in conversation are built, according to Schegloff and Sacks (1973), it consists paired utterances which called as anjacency pairs.

#### **3.1.4.1 Greeting and Thank**

Greeting-Thank pairs is an opening in the conflict zone interview, it can be known by identifying a dialogue from first speaker towards second speaker, in the greeting and thank pairs, the first speaker says greeting to the second speaker, then the second speaker replies by saying thank to the first speaker.

-Sebastian :Ibrahim khalin welcome to Conflict Zone

-Khalin :Thank you

### 3.1.4.2 Question-Answer

This part explains an example of adjacency pairs which is question-answer, This pairs will be known by indentifying a dialogue, the first speaker will give a question for the next speaker, then the second speaker absolutely answer the question.

-Sebastian :Leading members of Republican Party, Senator Linsy Graham for instance. Chairman of Senate Judicial Committee, he seems particulary anger your president by talking about military action as an invation, but what did you expect ?

-Khalin :But,he got this answee obviously, our president told him very clearly that they can not call Turkey invader but

From the example above,It's a question and answer pairs, Sebastian ask something to Khalin by asking "but what did you expert ?". And than, Khalin as the second speaker answers that question by saying "But,he got this answee obviously, our president told him very clearly that they can not call Turkey invader but". It shows question-answer pair which the first speaker asks question then the second speaker answer that question.

### 3.1.4.3 Information-Response

The information-response is an example of adjcency pairs, it consists information and response in a dialogue in the conversation, it means the first speaker will give information to the next speaker then the second speaker also gives his respose to the information by saying something, changing the expression on the face or making action.

An information response adjacency pairs found the conflict zone interview

Sebastian : Ten of thousand of people were fired and humiliated and their reputation were drowned through the mark

Khalin : Ok

Sebastian as a first speaker gives information toward Khalin, the information is a statement "Ten of thousand of people were fired and humiliated and their reputation were drowned

through the mark”. After that, Khalin as the second speaker also gives a response by saying “Ok”.

#### **3.1.4.4 Statement-Confirmation**

The statement-confirmation pairs were also found in the conflict zone interview. Firstly, speaker tells a statement, after getting the statement, the next speaker gives the comment. As seen in the following dialogue

-khalin :We don't need to have US troops on the ground, but you can provide air support

-Sebastian :Ok

As we see, Khalin gives his statement by saying “We don't need to have US troops on the ground, but you can provide air support“. After that, Sebastian makes that statement to be confirmed by saying “Ok”.

#### **3.1.5 Conversational Repair**

The identification of conversation repairs in this research is based on the theory of Schegloff and Sacks (1977). They proposed 4 types of repair. Those types are Self Initiated Self Repair (SISR), Other Initiated Self Repair (OISR), Self Initiated Other Repair (SIOR), and the last one is Other Initiated Other Repair (OIOR).

##### **3.1.5.1 Self Initiated Self Repair**

It happened when the speaker notices his own-making errors and he tries to repair. It is the most often appears in the conflict zone interview, the errors such as ”a:” , “ba:h” .In the self initiated self repair also includes repetition in a dialogue, if a speaker repeats his same words in a dialogue. So, it can be categorized as a self initiated self repair.

-Khalin :Well, if you wanna make that's distinction, that's for domestic American politic  
a: to comment about but obviously, some people in the congress have different view  
a:

On the Khalin's statement above, we see there are 2 repairs belong to self initiated self repair  
Which is hesitation such as “a:” in that dialogue, when Khalin raises a: about 3 seconds. it's indicated hesitation.

### 3.1.5.2 Other-Initiated Self-Repair

The other-initiated self-repair is a repair when the first speaker completes his repair that has been initiated by second speaker. The repair is usually stimulated by a mishearing, nonhearing, misunderstanding, or needing more explanation regarding the speaker utterances.

-Sebastian :Let's start with Mr.Erdogan's trip to Washington a couple of week ago. hm:,he went to change mind to change influential minds in The United States, to talk about justification for your military action in Syiria, but he appears to have failed to change those minds comprehensively, why did that happen you think ?

### 3.1.5.3 Self-Initiated Other-Repair

The self initiated other repair happened when The first speaker in the conversation has an initiative to repair other speaker. The speaker who makes the error will be repaired by the other speaker in the conversation by mentioning again unclear information that the second speaker didn't really understand.

Khalin : It's very calm,it's very calm,there is no

Sebastian :Very calm,ok

Khalin tells "it;s very calm,it's very calm,there is no", then Sebastian makes a statement in responding Khalin's statement before. However, Sebastian still repeats by saying "very cam". It's indication that Sebastian tries to make sure Khalin's statement, in other word it means unclear information in the dialogue above.

### 3.1.5.4 Other-Initiated Other-Repair

The other initiated other repair is the last type of conversational repair, the repair happened because a correction comes from the other speaker to the first speaker. This initiation is usually seen in the form of interruption when the other speaker finds out that the first speaker is considered making error. The researcher didn't find any other initiated other repair in the conflict zone interview.

## 4. Conclusion and Suggestion

The opening of this conversation uses greeting and welcome sequences, the opening section in the conflict zone interview begins from the interviewer who is Sebastian by welcoming Khalin who is an interviewee.

The research found there are 2 closing sections. Firstly, Sebastian as an interviewer begins by saying “And I thank you very much for being in conflict zone”, it also functions as a pre-closing segment. After that, Khalin responds by saying “All right my pleasure”, it functions as a terminal exchange in this conversation. Another closing found in this research is a statement from Sebastian, he says “thank you very much” it’s an indication of pre-closing segment, then Khalin responds by saying “So much to talk about”, it’s an indication of terminal exchange.

In this research, the researcher found 253 turn taking allocations. Based on Theory of Sacks and Schegloff there are three rules in conversation, they are Current – Select – Next (R1), Next Speaker Self-Selects (R2) and No Current Speaker Selects Next & No Next Speaker Self-Selects (R3). In this conversation the researcher found R1 232 times in the conversation. R2 found 21 times, then the researcher didn’t find R3 in the conflict zone analysis.

The total number of adjacency pairs in the conflict zone interview are 118 pairs, question – answers with 54 pairs, information-response with 8 pairs, statement-confirmation with 55 pairs, and greeting- thank with only 1 pair.

There are four types of conversational repair based on Sacks and Schegloff (1974). They are Self Initiated Self Repair (SISR), Other Initiated Self Repair (OISR), Self Initiated Other Repair (SIOR) and Other Initiated Other Repair (OIOR). But, the researcher only found three of them.

The researcher found 45 times Self Initiated Self Repair (SISR), there are 11 times of Other Initiated Self Repair (OISR) found in this research, and the researcher found 3 times of Self Initiated Other Repair (SIOR). The total number of conversational repair in the conflict zone interview is 59 times.

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