A CONVERSATION ANALYSIS OF REPAIR IN *THE OPRAH WINFREY SHOW:* A SPECIAL EPISODE WITH MICHAEL JACKSON

A THESIS

Presented as Partial Fulfillment of the Requirements for the Attainment of a *Sarjana Sastra* Degree in English Language and Literature

by:

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menyatakan bahwa karya ilmiah ini adalah hasil pekerjaan saya sendiri. Sepanjang pengetahuan saya, karya ilmiah ini tidak berisi materi yang ditulis oleh orang lain, kecuali bagian-bagian tertentu yang saya ambil sebagai acuan dengan mengikuti tata cara dan etika penulisan karya ilmiah yang lazim.

Apabila ternyata terbukti bahwa pernyataan ini tidak benar, sepenuhnya menjadi tanggung jawab saya.

Yogyakarta, 9 Juni 2014

Penulis,

Nadya Sivanya Rheisa

MOTTOS

“Whether you think you can, or you think you can't –you're right.”

-Henry Ford-

“Plus grand est l'obstacle,
plus grande est la gloire de le surmonter.”

-Molière-

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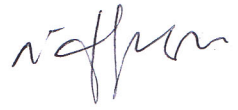
The researcher,



Nadya Sivanya Rheisa

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A Conversation Analysis of Repair in *The Oprah Winfrey Show*: a Special Episode with Michael Jackson

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ABSTRACT

This research is a conversation analysis study which focuses on the analysis of repair as reflected in the talk show, *The Oprah Winfrey Show*, a special episode with Michael Jackson. The objectives of the study are: (1) to investigate the type of repair, and (2) to identify the pattern of repair employed by the participants in the talk show *The Oprah Winfrey Show*.

This research employed a descriptive qualitative method since the findings were presented in narrative or textual description. The data sources of the research were the transcript of conversation and the video of the special episode of the talk show *The Oprah Winfrey Show*. This episode was considered special since the duration is longer than the ordinary episodes. This research applied triangulation technique to check and establish validity.

The research reveals two things. First, the 72 repairs uttered by the participants in the talk show *The Oprah Winfrey Show*belong to four types, i.e. self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair. Self-initiated self-repair is employed most often, i.e. 55 times. This result seems plausible since in most cases the participants in the talk show *The Oprah Winfrey Show*notice their own-making error and tend to repair the error themselves. Other-initiated self-repair is ranked second since it appears 12 times. This type occurs for mishearing, non-hearing, or misunderstanding experienced by the interlocutor. The remaining two, other-initiated other-repair (3 times) and self-initiated other repair (twice), are rarely employed, and therefore they are ranked the lowest. Second, there are ten patterns applied to deliver repair completions. Reorganization is the most-often pattern occur in the talk show, i.e. 13 times. Since the participants in the talk show often have long speeches, the information they delivered are sometimes not properly arranged. Reorganization is best employed because it enables the speaker to adjust the sequence of the messages in his utterance. Some other patterns to complete repairs are employed quite often as well. They are elaboration (10 times), abandonment (9 times), exemplification (8 times), and replacement (7 times). Both specification and completion appear 6 times. Likewise, both modification and rewording occur 5 times. Repetition is ranked the lowest; it appears 3 times.

Keywords: conversation analysis, repair, *The Oprah Winfrey Show*

CHAPTER I

INTRODUCTION

A. Research Background

Human beings as social creatures are born to interact with each other in everyday life. These interactions are crucial for people in order to fulfill their need as well as resolve or ease their problem. As an example, people go to a tailor when they wish for self-made clothes, or go to a doctor if they get sick. Thereby, their material need is fulfilled. In another case, when people get into trouble, they tend to find a person to talk and ease their problem. Practically, people will always create conversation when they interact to each other. These conversations are worth analyzing for they have a lot of interesting phenomena of linguistics during their occurrences such as interruption and repair.

In every conversation, there are unconscious rules. Most people perform the rules unconsciously. If these rules are neglected, the running conversation will be disturbed and or stopped right away. According to some research conducted by linguists, there are several phenomena that occur in a conversation where the participantsneglecting the rules. These phenomena are subjects that linguists tend to observe over decades. The study regarding those phenomena is called the conversation analysis. This research will scrutinize one of the phenomena.

According to Maynard (2013: 2), conversation analysis is the study of talk as a medium for people to perform action. Any kind of action and reaction as the result of conversation among people are scrutinized in this field of study.The

scope under conversation analysis study is wide, for instances: turn taking, adjacency pairs, preference organization, sequence organization, and repair.

Aninstance of the fields under the scope of conversation analysis is turn-taking. It is a system where participants in an ongoing conversation are taking their turns regularly. On the discussion of turn-taking the researcher will provide detail information about how a conversation is considered as a success. Another field under the discussion of conversation analysis is called adjacency pairs. According to Yule (1996: 77), adjacency pair in a conversation refers to automatic sequences, e.g. greeting and goodbye. In the structure of conversation there are many other kinds of automatic patterns that certainly help the interaction. The researcher believes that the understanding of those patterns is considered as a crucial point.

The main interest of this research is a field of study under the scope of conversation analysis called, *repair*. Repair is a phenomenon that is interesting to be analyzed. To be compared to other sub discussions under the study of conversation analysis,repair is one that is still rarely investigated, whereas the analysis of repair is an interesting topic that is closely related to the other sub discussions in conversation analysis study such as turn-taking, adjacency pairs, and preference. In accordance to this fact, the researcher is encouraged to conduct a research in this field.

Repair is a name given to periods of talk in everyday conversation in which an error occurredisnoted and then resolved. It is an interesting subject to discuss since there are frequent occurrences of the phenomenon on people’s daily conversations. Chaika (1982: 86) says that when a person uses a wrong style in an

occasion, the interlocutor(s) – the people being talking to – will repair the error. In addition, Schegloff, Jefferson, and Sacks (1977) collect samples of people correcting their own errors. As conclusion, both speaker and interlocutor can be the ones who realize and resolve the errors. Every people must have been encounteringrepair phenomena in their daily conversation unconsciously.

The best way to investigate the phenomena of repair is through spontaneous conversationsin which the ongoing conversations among the participants have not been prepared previously.Since the main investigation on repair is finding the resolved errors, data from natural conversations are more preferred. The more natural the conversations run, the better the data would be gained.Besides spontaneous everyday conversation, live TV shows can also serve as objects of investigation of repair, since they are considered as spontaneous even though they are broadcasted on TV.

According to Timberg (2002:3), talk show is a television genre that serves a fresh talk which is anchored by a host or team of hosts, whose job is to direct, guide, and set the limit of the talk that is elicited from guests on the air.Furthermore, he (2002:204) explains that fresh talk means talk that appears to be spontaneous. The topic which is discussed in a talk show is frequently related to the current issues or the special features of the guest(s). *The Oprah Winfrey Show* is a US talk show syndicate which is airedaround the world. Oprah official site explains that the talk show is licensed to 150 countries internationally for more than two decades. The name is gained from the host's name, Oprah Winfrey. This research employs the special episode of *The Oprah Winfrey Show* presenting Michael Jackson as a guest star.

Michael Jackson was an American singer, songwriter, and dancer. His contributions in music industry made him a global figure over decades. Despite his success he had ever encountereda problem in 1993 that kept him hide from the world. Through her talk show, Oprah tried to reveal the secret behind his silence and answered people's questions at once. Therefore, this episode becomes a special episode since the talk show took place in Neverland instead of Oprah studio and ranfor60 minutes.

B. Research Focus

Conversation is the oldest form of communication. On its development, linguists found that conversation is an interesting object to be observed since there are patterns and phenomena during its occurrence deserve to be analyzed. Conversation analysis, as noted by Liddicoat (2007:5) is an approach studying talk ininteraction.It studies the organization and orderliness of socialinteraction. The analysis of repair, on the other hand, would not be parted from what so called conversation.Therefore, the researcher believes that conversation analysis is the most relevant approach to investigate repair phenomena.

To gain more understanding regarding the phenomena of repair, the researcher should scrutinize its aspects. Levinson (1983: 340)notes that repair is a correction for mishearings, misunderstandings, and non-hearings word(s) in a conversation. Furthermore, he adds that there are several aspects inside the body of repair phenomena. Those are, for example, the types of repair, the repair completion patterns,and the reason for initiating repair.

In the phenomena of repair, both speaker and interlocutor are able to initiate and or complete a repair. One of them is possible to carry out all actions. If not, they probably share the action regardlessof who initiates or completes the repair. The fact about who initiates and completes the repair will determine the type of a repair.Meanwhile, as proposed by Tang (2011) and Zhang (1998) intheir accountsof Mandarin repair investigation, there are tenpatterns of repair. Those are abandonment, correction, replacement, specification, elaboration, exemplification, rewording, reordering, restructuring, and addition.

A talk show is a form of conversation that reflects natural conversation among the participants involved. It relates to the fact that in a talk show people talks spontaneously and is expected to make errors. A talk show is sometimes recorded so that people could watch it anytime in the form of video. One of the most famous talk shows in US is called *The Oprah Winfrey Show*. This research employs the video of live talk show of *The Oprah Winfrey Show* as the object of the research. She focuses on two problems.

Firstly, this research focuses on the types of repair uttered by the participants in the conversation, in this case Oprah and Michael. Since talk show is a reflection of real conversation in daily life, it is important to investigate the types of repair that exist in daily conversation as seen in its occurrence in the conversation among the participants in the talk show.The researcher investigates all phenomena of repair which occur in the conversation of the talk show.

Secondly, every occurrence of repair is certainly grouped to a pattern. To maximize the discussion, the researcher focuses on the patterns of repair as well. After the study conducted by Liang, the pioneer of Mandarin Chinese repair

analysis in 1995, Chui (1996), Zhang (1998), and Tang (2011) attempted similar research. As a result, several patterns of repair are invented. In accordance to this fact, it is clear that there are still capacious spaces for further investigation in this field. Therefore, the researcher is interested inconducting the same attempt in a different language, in this case English.

C. Formulation of the Problems

Based on the background of the research and the research focus above, this research will be formulated in two formulations:

1. What are the types of repair employed by the participantsin the talk show*The Oprah Winfrey Show*?
2. What are the patterns of repair completion uttered by the participantsin the talk show*The Oprah Winfrey Show*?

D. Objectives of the Research

In line with the formulation of the problems, the objectives of this research are:

1. to investigate and explain the types of repair employed by the participantsin the talk show*The Oprah Winfrey Show*, and
2. to investigate and explain the patterns of repair completion uttered by the participantsin the talk show*The Oprah Winfrey Show*

E. Significance of the Research

This study offers some benefits for several parties as presented below.

1. The readers

After scrutinizing this research, the readers will gain understandingrelated to the phenomena of repair. Not only the definition, but they will also be served withpractical instances that are shown in the discussion. Moreover, they can see that repair has types and patterns.Hopefully, the readers of this research can be more aware to the phenomena of repair that they encounter frequently in their daily conversation; so that they have a new experience in language study, especially conversational repair.

2. The students of English Department and other researchers

The research will be expected to give additional knowledgeon conversation analysis especially on the study of repair to the students of English Department especially those majoring in linguistics. In addition, the research can be a reference for other researchers who are interested in the similar topic. Hopefully, they can inventnewfindings related to conversation repair analysis.

CHAPTER II

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

A. Theoretical Description

Firstly, this chapter describes the theories which are employed in conducting the research. The theories include the notion of conversation analysis and the scope under conversation analysis study, such as: turn-taking, adjacency pairs, preference organization, sequence organization, and repair.

1. Conversation Analysis (CA)

Conversation is one of the most principal uses of language in human life. There are various definitions regarding the notion of conversation composed by linguists. Levinson (1983: 284) states that conversation is a familiar predominant talk in which all participants freely alternate in speaking. Yule (1996: 71), in addition, creates an analogy for conversation. He says that conversation is like a dance with the conversational partners synchronizing their movements smoothly.

Mey (1994: 214), in his book *Pragmatics: An Introduction*, writes that conversation is employing language as a social purpose. He depicts conversation as 'doing things' with other people through words. On the other hand, Liddicoat (2007: 1) believes that there is much more going on in a conversation than just the use of a linguistic code. Therefore, he notes that conversation is considered as sets of practices which speakers can organize in order to commence a suitable action in a certain context.

Conversation analysis (CA) research is assumed to be included in typically linguistic disciplines such as pragmatics, discourse analysis, or sociolinguistics. In fact, it started in American sociology by the lectures of Harvey Sacks and his co-workers – Gail Jefferson and Emanuel Schegloff in 1960s (Liddicoat, 2007: 4). Mazeland (2006: 153) states that the framework of CA that used to focus on talk in conversations has gradually been extended to research of other types of talk such as medical and clinical interaction, lessons, or news interviews. For such reason, he concludes why the more general characterization talk in interaction nowadays is often preferred over *conversation*.

Sacks, Jefferson, and Schegloff worked for the development of an approach to the study of social action which investigates social matters, emerging through the practices of everyday talk. Liddicoat (2007: 6) defines conversation analysis as a study of talk in interaction. He adds that the scope under conversation analysis study includes organization and orderliness of social interaction. In line with that, as quoted from Maynard in Sidnell and Stivers (2013: 11), conversation analysis is a universal attempt focusing on the analysis of interaction and social scientific understanding. It is proven by countless research holding onto its umbrella.

2. The Scope of Conversation Analysis

a. Turn Taking

Sacks via Mey (1994: 216) says that in normal conversation, there are always ‘turns’. Turn is a characteristic of conversation which refers toa shift in the direction of the speaking flow. Cutting (2002: 29) explains that cooperation

in conversation is managed by all participants through turn-taking. Furthermore he adds that in a normal and civilized conversation, only a participant speaks at a time. The rests are waiting for their ‘turns’.

The scheme of turn-taking as depicted by Levinson (1983: 296) is: one participant (x) talks and then stops; another participant (y) talks and then stop; return to x and so on. Therefore a pattern of talk between two participants is obtained: X-Y-X-Y-X-Y.

Yule (1996: 72) in *Pragmatics* writes that there is an element in the organization of turn-taking called the *floor*. He explains that floor can be defined as the right to speak. Cutting (2002: 27) argues that there is a preference on how long one speaker of a conversation should hold a floor. Every culture, however, has its own preference.

Commonly in a conversation, there are natural breaks. According to Mey (1994: 217), it is a moment when a current speaker of a conversation takes a breath, has nothing else to say, or declares that his or her contribution has all done. These moments are called transition relevance places (TRP). Cutting (2002: 28) states that TRP is a point in conversation where a change or turn is possible. Normally, the other participants of the conversation will consider the end of current speaker sentence as the end of his or her turn.

b. Adjacency Pairs

When it was invented for the first time by Harvey Sacks in 1968 the term is called utterance pairs. In *Language the Social Miror,* Chaika (1982: 76) writes that these phenomena are conversational sequence in which one

utterance stimulates another of a specific purpose. Moreover, Chaika (1982: 76) provides some examples, such as: greeting-greeting, question-answer; complaint-excuse, apology, or denial; request/command-acceptance or rejection, compliment-acknowledgement, farewell-farewell. The following is the example of question-answer pair adapted by Liddicoat (2007: 107).

John : What time is it?
Betty : Three o'clock.

It is clearly seen on the example that John asks a question to Betty. Then, Betty on her turn responses John's question right away. Thus, an utterances pair is created. On the other hand, Mey (1994: 243), Levinson (1983: 303), Cutting (2002: 28), Yule (1996: 76), and Liddicoat (2007: 106) have a different name for a term defined by Chaika. They call it *adjacency pairs.*

Mey (1994: 243) writes that adjacency pairs are two successive utterances that creating a conversational exchange. In line with her, Cutting (2002: 28) briefly states that the utterance of one speaker makes a certain response of the next speaker very likely. He adds that the acts are organized with a first part and a second part and categorized as question-answer, offer-accept, blame-deny, etc.

c. Preference Organization

In accordance with the discussion of adjacency pairs in which there are always first and second speaker involve in a specific purpose conversation, the term *preference* refers to a possible answer uttered by second speaker as a response of the first speaker's utterance (Yule, 1996: 79). Levinson (1983: 333) writes in *Pragmatics* that preference divides second parts into preferred

and dispreferred acts. Furthermore he explains, the preferred is expected next actions, while dispreferred is unexpected next actions. He proposes a general pattern of preferred and dispreferred structure as follow:

Table 1: **Levinson's General Pattern of Preferred and Dispreferred Structure**

FIRST PART	Request	Offer/ Invite	Assessment	Question	Blame
SECOND PART					
Preferred:	Acceptance	Acceptance	Agreement	Expected answer	Denial
Dispreferred:	Refusal	Refusal	Disagreement	Unexpected answer or non-answer	Admission

As seen in the table, according to Levinson, there are two preferences a second part or speaker has to give response to the first speaker namely preferred and dispreffered. Both are contrary to each other. For example, if the first part is requesting, the preferred second part is tend to accept, while the dispreferred second part is on the other hand refuse.

According to Cutting (2002: 29), dispreferred responses can be taken as meaningful or rude since the responses tend to be refusals and disagreements. To avoid a rude impression towards the first speaker, a dispreferred structure often accomplished without the second speaker saying 'no'. The following

example, illustrate a dispreferred refusal response from the second part (adapted from Levinson, 1983: 335).

A: Um, I wondered if there's any chance of seeing you tomorrow sometime morning or before the seminar
B: Uhum, **I doubt it**.

In the above conversation, A, as the first speaker, invites the second speaker to meet the following morning. This utterance, based on Levinson's general pattern of preferred and dispreffered, is considered as an invitation from the first part. Then, instead of saying 'no', the second speaker shows dispreffered act, i.e. refusal, by saying 'I doubt it' to avoid rudeness.

d. Sequence Organization

The notion of sequence organization, according to Liddicoat (2007: 105), originates from a consideration says that talk is a form of social action. Turns in conversation are places for the participants to perform action through words. The term sequence itself, as defined by Cutting (2002: 29), is a stretch of utterances or turns. The discussion regarding sequence organization will be divided into four sub discussion namely *pre-sequences, insertion sequences, opening, and closing sequences.*

1) Pre-sequences

Certain utterances are usually being precursors to another utterance (Mey, 1994: 221). These utterances which serve as precursors to the others are what the linguists called *pre-sequence.* Moreover, Cutting (2002: 29) states that pre-sequences are the ground of another sequence and signal of the type of

utterance. Yule (1996: 67-68) and Cutting (2002: 29) mention, there are three types of pre-sequences: *pre-request, pre-invitation,* and *pre-announcement.*

A: **What are you doing this Friday?** (= pre-invitation)
B: Hmm, nothing so far. (= go ahead)
A: Come over for dinner. (= invitation)
B: Oh I'd like that. (= accept)
(Yule, 1996: 67)

Levinson (1983: 347) in his book adds an additional item on pre-sequence list namely *pre-arrangement*. Virtually similar to pre-invitation, the precursor is sometimes camouflage as asking the recipient's schedule. Meanwhile, Liddicoat (2007) adds another pre-sequence namely *pre-offers.* It is, as explained by Liddicoat (2007: 135) frequently employed by the speaker as an assessment whether or not their offer will be accepted.

2) Insertion Sequence

Typically, in the middle of conversation, a participant urges to greet, order, ask a question, request for information, which practically having anything to do with the topic of the exchange (Mey, 1994: 223-224). These urges, then, initiate the emergence of insertion sequence. For instance (adapted from Cutting, 2002: 30),

Man : You know the new film that's on in the Odeon?
Woman: Yes?
Man : Do you want to go and see it tonight?
Woman: **What time does it starts?**
Man : **Eighty thirty-five**
Woman: Yeah, why not?

The example reflects an offer-acceptance or refusal pair. However, as seen above, the second speaker does not response the offer right away. Instead, she feels the urge to ask for information and utters 'What time does it starts?' Mey

(1994: 223) notes, after the obstacle has been removed, conversation continues as before; the turn-taking is not affected by the insertion sequence. Likewise the example above, the offer-acceptance or refusal pair continues after the first speaker provides the information that the second speaker needs.

3) Opening and Closing Sequence

A conversation, according to Liddicoat (2007: 213), does not just happen and then stop. As other things in conversation, the beginning and ending of a conversation have structures. Cutting (2002: 30) writes that openings tend to contain a greeting, an enquiry after health, and a past reference. The following conversation is an opening as a greeting and an enquiry after health as well (adapted from Cutting, 2002: 30).

Brenda : Hi, Lee.
Lee : Hi. Hi Jean.
Jean : Hi. Hi.
Brenda : How are you?
Lee : Not bad. I'll be in, in a minute.

Both Cutting (2002) and Liddicoat (2007) agree that in the structure of closing, the appearance of a pre-closing before a direct farewell is preferable. Several options to fill pre-closing sequence are offered by Liddicoat (2007) such as announcing closure, making arrangement, formulating summaries, and appreciating. The example below shows an announcing closure pre-closing sequence:

Bee: **Well honey I've gotta go and get to this meeting**.
Dee: Okay.
Bee: Bye bye.
Dee: Bye.
(Liddicoat, 2007: 260)

Right before the first speaker close the conversation by saying ‘bye’, she announces a pre-closing sequence “Well honey I've gotta go and get to this meeting.” The utterance of the pre-closing sequence indicates that the speaker should leave and will end the conversation immediately. Owing to the fact that pre-closing exists, second speaker will not be confused if first speaker ends the conversation.

e. Repair

The term *repair* is relevant to all levels of talk from the turn-taking system to sequence organization and preference. Repair, as noted by Liddicoat (2007: 171), refers to the processes available to speakers through which they can deal with the problems which arise in talk. He adds that repair is a set of practices designed for dealing with difficulties which emerge in talk. According to Schegloff, Jefferson, and Sacks (1977: 723) repair mechanisms are designed to deal with turn-taking errors and violations.

Levinson (1983: 341) suggests the phenomena under the notion of repair. They are word recovery problems, self-editing where no discernible (able to be seen) error occurs, and correction problem. Mey (1994: 226) adds that repair is a device for correcting oneself, gaining time to think, or preventing somebody else from jumping into the conversation at an upcoming TRP. Furthermore he explains that repair sequence is initiated by some reason including a request for information, and an apology. An example of repair initiated by the force of an apology seen as follow:

A: So, I was trying to **pick upthis chick** when…
B: *Excuse me, did I hear that right?*

A: **Awfully sorry, I mean, *woman*…**
A: *Pick up?*
B: **Awfully sorry, I mean, meet…**
(Mey, 1994: 227)

To be observed closely, there actually no discernible error in the first utterance of the first speaker. However, the diction used in the utterance is considered as rude or impolite by the second speaker. For this reason, the second speaker initiates a repair by means of requesting an apology from the first speaker regarding his words. On the next turn of the first speaker, an apology is uttered. Moreover, repair which has no discernible error(s) occur are often done by the speaker of the repaired utterance himself. This is in line with Schegloff, Jefferson, and Sack as noted by Chaika (1982: 86) who states that people are frequently repairing their own error.

What're you so **ha**– *er* un– **unhappy**about?

At the first time, the speaker in the above utterance likes to say 'happy' instead of 'unhappy'. If the utterance is going with "What're you so happy about?" it could still be accepted grammatically and contextually. However, something in his mind believes that his choice of diction is wrong and therefore needs a repair. The repair, then, is considered as self-editing, in which no discernible error occurs.

The next discussion provides explanation regarding essential terms in repair analysis. Furthermore, types and patterns of repair will be revealed.

1) Terminology in Repair

The essential terms in repair analysis are particularly divided into two; the repaired segment and repairing segment. Repaired segment refers to the *trouble*

source. According to Shcegloff, Sacks, and Jefferson via Liddicoat (2007: 171) trouble source refers to the thing in talk which needs to be repaired. It is an error made by a participant in his or her turn for which another participant involves in the conversation initiates a repair.

A: Oh, **Sibbie's sister** had a baby
B: *Who?*
A: **Sibbie's sister.**
(Schegloff, Jefferson, and Sacks, 1977: 367)

The bold clause is considered as a trouble source since its occurrence is considered important by another participant, yet unheard. Therefore the second speaker feels the urge to initiate a repair in order to gain information. It is important to be noted that a trouble source is not always discernible. Sometimes, the trouble is on the interlocutor itself. It is probably because of a misheard utterance, a non-heard utterance, or a misunderstanding. The following illustrates a non-hearing utterance:

A: By the way, I have to go to **Lila's.**
B: *Where?*
A: **Lila's**.
(Schegloff, Jefferson, and Sacks, 1977: 368)

The second speaker, in the conversation above, is experiencing a hearing problem. Therefore, in order to obtain information he initiates a repair using a question word 'where'. However, in some cases, the trouble source is not really exists. Such phenomenon usually occurs in a self-correction; the error emerges only inside the mind. The following is an example:

A: **He**had *[pause]* **this guy** had, a beautiful thirty-two olds.
(Liddicoat, 2007: 172)

After a pause, the speaker decided to abandon her first utterance and created a new one. In fact, having a careful examination towards the example above, the speaker has never made an error. In term of grammar or structure, the clause ‘He had’ is considered a correct form. The reason that underlies behind his intention to repair his utterance is absolutely only stated in her mind; it is indiscernible.

Another significant term in repair analysis is called repairing segments. Repairing segment refers to the segment of utterance that repairs the repaired segment or also known as trouble source. Schegloff, Jefferson, and Sacks (1977: 365) write that the discussion regarding repairing segment adheres to the term initiation and completion.

A repair initiation can be achieved in many ways. Levinson (1983: 341) differentiates the signaling devices employed to initiate a repair between a self-repair and other-initiated self-repair. He mentions three signaling devices of a self-repair, i.e. by glottal stops, lengthened vowels, and long schwa /ə/. Meanwhile, other-initiated self-repair is signaled by some expressions such as ‘What’, ‘Excuse me?’, or echo questions – problematic items with stress on problem syllables, etc.

A: The first time they stopped me from **selling** cigarettes was this morning
B: From *selling* cigarettes?
A: From **buying** cigarettes.
(Schegloff, Jefferson, and Sacks via Levinson, 1983: 341)

The dialogue above illustrates an employment of signaling device to initiate repair done by other participant in a conversation. The second speaker employs an echo question which is a problematic item mentioned with stress.

In this case, the action ‘selling’ is considered as error. Therefore the first speaker takes his turn and substitutes the word ‘selling’ into ‘buying’. This phenomenon is called *repair completion*.

Alike a trouble source, an initiation is in many cases indiscernible. The repair completer is sometimes repairing the error at the very moment without an initiation. However, it is still considered a repair. In such cases, the repair will be considered as an other-initiation and other-repair. The following example shows a repair with an indiscernible error.

A: Loes, **do you have a calendar?**
B: Yeah
A: Do you have one that hangs on the wall?
B: ***Oh you want one.***
A: Yeah
(Schegloff via Liddicoat, 2007: 176)

In the following example, B, as the second speaker, identifies the error that is unable to be seen. Liddicoat (2007: 176) explains that the conversation takes place at the office. The second speaker initially thinks that the question of the first speaker about calendar will have something to do with date. Later he realizes that A’s question is a pre-request to ask for a calendar. Then, he completes the repair right away in the fourth turn.

2) Types of Repair

Schegloff, Jefferson, and Sacks in Liddicoat (2007: 173) propose a mechanism for repair in a conversation. They create the types of repair that are formulated from two primary components. Firstly, they make distinction between self and other, which are the speaker and other party(ies) in a conversation.

Secondly, a distinction is also made between repair-initiation and repair-completion. The sequence of one repair operation always involves firstly by an initiation and then followed by a solution. Since repair initiation is distinct from repair completion, these two components can also be used as parameters to define types of repair. Therefore, the basic acts in a conversation repair are self-initiation, other-initiation, self-repair and other-repair.

Combinations of the two essential components will result in four basic types of repair as highlighted by Levinson (1983: 340): self-initiated self-repair, other-initiated self-repair, other-initiated other-repair, and self-initiated other-repair. The illustration of each combination is seen below.

a) Self-initiated self-repair

In most of the time, repair is initiated by the speaker of the trouble source. Generally the speaker who self - initiates repair also completes the repair by producing a repair solution (Chaika, 1982: 86); and, this is referred to as self-initiated self-repair. In self-initiated self-repair, current speaker stops what s/he is saying to deal with something which is being treated as a problem in what s/he has said, or started to say, or may be about to say. For example, as mentioned by Schegloff, Jefferson, and Sacks (1977: 367), when the trouble maker cuts off the talk to replace a word uttered in error with a correct wording, s/he is at the same time indicating and resolving the error. The example is as follow:

> Anna: Oh so then he is coming back on **Thur***[pause]* on **Tuesday**
> (Liddicoat, 2007: 175)

The speaker of the utterance above seems to make no error at all. If the sentence is completed with the last word *Thursday,* it is still a grammatically and semantically correct sentence. However, the information she delivers to her interlocutor is realized to be false. Then, she cuts off her utterance. Pause in her turn, indicates a repair initiation. The next step, she proposes a solution and completes the repair at once by replacing the trouble source *Thur* with a correct word *Tuesday*. It is a typical of a self-initiated self-repair; the speaker repair his/her own utterance that seems to have no error.

b) Self-initiated other-repair

Sometimes when people are in the middle of an explanation, they forget something essential that needs to be mention. It can be a name of people, place, or time. In fact, people often get lost of word; so they ask for help to their speaking partner to find a suitable or correct word that they need (Chaika, 1982: 87). People frequently employ question words *what, where, when* to get an answer from their partner, such as 'What is that?', 'who discover the…', or 'When will…' (Schegloff, Jefferson, and Sacks, 1977: 367). In other word, the error maker in self-initiated other-repair indicates the error in the talk, but the partner (the interlocutor) is the one who resolves the problem.

A : He had this uh **Mistuh** w- whatever k- *I can' t think of his name, Watts on, the one that wrote* [that] piece,
B : [**Dan Watts**]
(Schegloff via Liddicoat, 2007: 180)

There are two participants involve in the conversation above. The first speaker shows that he loses of word by saying 'I can't think of his name'. This question is an indirect signal for the conversational partner to help him

finishing his utterance by finding a correct reference to what he refers to. In this case, the speaker wants his partner to mention a correct name of a person whom they both know.

c) Other-initiated self-repair

The most common way in which the interlocutors deal with trouble in speaking, hearing or understanding is by initiating a repair. Bolden via Kitzinger (2013: 249) states that they will initiate a repair and leave the opportunity to provide the repair solution to the speaker of the trouble source. This means that other-initiated repair usually involves a short sequence which then interrupts the ongoing action in which the participants are engaged. In the conversation below the acknowledgment about the information required is delayed by the inserted repair sequences.

A : **Have you ever tried a clinic?**
B : *What?*
A : **Have you ever tried a clinic?**
B :No, I don't want to go to clinic.
(Schegloff, Jefferson, and Sacks via Levinson, 1983:341)

The first speaker in the conversation above needs to know whether the interlocutor has ever been tried a clinic or not. However, because of mishearing, the answer of the question is delayed by the inserted repair sequence. Then, after the repair solution is uttered, the first speaker obtains an answer. In short, in other-initiated self-repair the interlocutor indicates the error item in talk, but the error maker resolves the error himself.

Schegloff, Jefferson, and Sacks (1977: 367-69) add that there is a range of different formats for other-initiation self-repair. These vary along a range from weak to strong. They include (starting from weak to strong): open class forms (e.g. Sorry? Pardon? Huh? Excuse me? What?); category specific interrogatives which claim a grasp of the trouble-source as referring to either a person (question words); repeats of the trouble source turn which claim the capacity to reproduce it, but not to understand what is meant by it; and participants understandings (i.e. resaying of the trouble-source in other words, often framed by 'you mean'). These range formats work for other-initiated other-repair as well.

d) Other-initiated other-repair

Other-initiated other-repair usually shows interactional modifications which affect the turn shape of the conversation in which other-repair is found (Liddicoat, 2007: 211). Moreover, Liddicoat (2007: 211) states that other-repairs are often done in a moderated way. They may contain maker of uncertainty or they may be produced in question form. The dialogue below is an example:

> Joy : Kerry is no good. She is having a fight with **Sally**.
> Harry : ***You mean Sarah, don't you?*** Those two are always fighting.
> (Liddicoat, 2007:190)

Joy becomes the trouble maker in this repair when he mentions a name of a girl, *Sally*. The name that he mentioned is considered an error because the actual girl who always had a fight with Kerry is *Sarah*. The second speaker notices this error and tries to repair it by benefiting his turn wisely.

Though called as other-initiated other-repair, there are several cases in this repair sequence in which the initiation is absent. Alike the phenomena occur in self-initiated self-repair where the initiation is sometimes seen in the form of pause or gasp instead of an utterance, in other-initiated other-repair, on the other hand, the act of interruption to state a new understanding that disguise as a repair solution is often employed. This is in line with Liddicoat (2007: 207) who writes that a new version of talk uttered by the first speaker in a repair sequence leads the interlocutor to re-analyze the meaning of the original turn and followed by producing a repair turn stating this new understanding.

Marty : Loes, **do you have a calendar?**
Loes : Yeah. (reaches for desk calendar)
Marty : Do you have one that hangs on the wall?
Loes : ***Oh you want one.***
Marty : Yeah.
(Schegloff via Liddicoat, 2007: 206)

Marty's utterance in his first turn implies two possibilities. It can be understood either as a pre-request to borrow a calendar or as a pre-request for a calendar. Loes' response in his first turn indicates that he grasps Marty's utterance as the first possibility, i.e. to borrow a calendar. Marty then produces another form of the request designed to follow up his original turn. This new version of talk leads Loes to re-analyze the original turn and produces a repair stating this new understanding.

3) Patterns of Repair Completion

Repair analysis has become a long standing interest in Mandarin Chinese conversation. Many of them have done the research regarding patterns of repair execution. Zhang (1998) selects the term *trajectory of outcomes* to call the

pattern of repair. On the other hand, Tang prefers the term *category* of repair call it. Zhang (1998) in her *Repair in Chinese Conversation* thesis offers four patterns of repair.

a) Replacement: to substitute one word in the original utterance for another. In this repair pattern, the speaker adjusts the interpretation of the speech but keeps the syntactic structure of the original utterance intact. For instance,

> A: This report is mainly to **compare**, to **investigate** Chinese people's language ability and language use in Sarawak..
> (Tang, 2011: 102)

In the self-repair above, the speaker suspends his speech after saying *compare* since the verb needs to be corrected in consequence of its unanticipated interpretation. *Compare* is, later, replaced by *investigate*.

b) Modification: to improve the intelligibility of the speech with which the speaker inserts an extra constituent into the original utterance. The dialogue below is served as an example:

> Ida: Is it a break or what?
> Jen: Eh.. No it's just go home for **the weekend**. **Long weekend**.
> (Kitzinger, 2013: 243-4)

The second speaker explains the reason for her coming absence. She says that she wants to stay home at weekend. Right after she uttered *weekend*, the modifier long was added, and the complete noun phrase turned out to be *long weekend*. The modifier clears the question whether her absence is neither meant to leave nor break, instead simply for going back home.

c) Abandonment: to abort the old constituent completely, and resume the speech with a new construction.

Chen: You didn't dare to go down for a dive, did you?
Cong: **How could I dare — I just learned for a few- just the year before last year**.
(Zhang, 1998: 86)

The following example shows that the repair completer abandons the sentence-in-progress and starts a brand new sentence that is considered having no correlation with the early utterance that has been abandoned.

d) Reorganization: to reorganize the syntactic pattern of the already-uttered speeches. The repair initiation at this point suspends the sentence-in-progress and starts a new sentence where the same material is reorganized or re-used into a new structure. The example is seen below.

Shen : Its telephone number can you tell us?
Qin : Ah.. **Telephone number**.. I can't [remember..]
Shen : [Oh]
Qin : [because] **I'm at working place** making this call
Shen : Oh.
Qin : **Uh, my home, the telephone number is left at home.**
(Zhang, 1998: 90)

Meanwhile, Tang (2011: 100-107) in *Concentric* suggests nine patterns of repair. One of which is following Zhang's idea, i.e. replacement. Moreover, two others are adapted from Zhang's reorganization and modification, which are given distinct terms by Tang, i.e. *reordering* and *addition*. Thereby, there are only six patterns that originate in Tang's research, i.e. *correction, specification, elaboration, exemplification, rewording,* and *restructuring*.

a) Correction: to adjust the phonemic or morphemic. When correction is implemented, the interpretation is not targeted for a change. The examples below are adapted from Tang (2011: 100-1).

A: In the example seventeen, the author ***/ɔsərt/*** **/əsərt/**

The repair above is an example of phonemic error. The intended word *assert* is mispronounced. Thus, the speaker replaces the back mid-vowel with the schwa /ə/ so as to obtain the intended meaning.

A: Well, this one is also equal to a **notify***[pause]* **notification** use..

A compound noun should be composed of two noun constituents; however, the speaker mis-aplies a verb to be the first element of the noun phrase. The verb *notify* is then replaced by *notification* for a correct construction.

b) Specification: to replace the constituents having insufficient information with referentially clear expressions.

> Mark: There's rumors going around school you know like crazy. .hh People on their floor think that **we** are having an affair, **the three of us**.
> (Kitzinger, 2013: 245)

When the speaker says *we* without providing any clear reference, he feels necessary to specify it later. The word *we* in English is a pronoun which refers to the speaker and at least one other person as a group. In the example above, the speaker clarifies the ambiguity by specifying the reference of *we* as three people including the speaker himself.

c) Elaboration: to clarify an already given proposition by adding explanations in an attempt to explain the concept discussed. If the delivered message is

not as informative as it needs to be, the speaker tends to provide further explanations to elaborate his point for the interlocutor to acquire a better understanding. The examples are often come from a need to give a further explanation regarding a term in a specific field. For instance:

> A: Then, the performative hypothesis, in this aspect, is not **defensible**, **unable to hold truth completely**..
> (Tang, 2011: 105)

The term *indefensible* is employed in an academic speech of a specific field. To avoid confusion of the interlocutors, the speaker needs to explain the actual meaning of the term, i.e. unable to hold truth completely.

d) Exemplification: to provide example(s) that demonstrates the issue under discussion. The aim is to make clear any concept in the discussion if the concept is felt too abstract.

> Sasha: Oh. **We saw some brilliant ones recently**, *like..uhm..* oh what was that one about like **Double Indemnity** and like lots of **movies from the thirties** that had amazing plot lines? Some of them were really full on *like.. um..* **A Place in the Sun**?
> (Liddicoat, 2007: 183)

Sasha, in her turn tries to tell that she and her company have watched some good movies. Here, she proposes an example, i.e. Double Indemnity. Moreover, when explaining about movies produced in the 30s, she mentions *A Place in the Sun* as an example.

e) Rewording: introduces a new constituent to replace the old message in the original utterance in order to complete or emphasize the utterance.

> A: So it took a lot of courage to get pregnant.
> B: Yes. Very brave of you.
> A: And then he died. Huh.

B: Oohh!
A: And I **nearly died** [as well].
B: ***[Almost]*** You must've felt so.
(Kitzinger, 2013: 244)

The two words have similar meaning. In this case, the second speaker who completes the repair utters the synonymous word with nearly, i.e. almost, to emphasize the meaning of the utterance.

f) Restructuring: to reposition the misplaced in the utterance. In this repair pattern, the repair completer swap the position of two misplaced words.

A: **I** hit **you**, *I mean*, **you** hit **me**.
(Tang, 2011: 102)

The speaker in the utterance above repositions two misplaced words. He swaps the position of the subject and object in his utterance in order to complete his repair.

3. The Oprah Winfrey Show

The Oprah Winfrey Show, often referred to simply as Oprah, is an American talk show program. As launched in the Oprah official site, its entry in national syndication in 1986 makes it the highest-rated talk show in television history. It reached more than 40 million viewers a week in the United States as the top-rated talk show. The show is highly influential, and many of its topics penetrated into the American pop-cultural consciousness. It received 47 Daytime Emmy Awards before Winfrey decided to stop submitting it for consideration in 2000.

On 10th February 1993, Oprah Winfrey had access to the world of Michael Jackson in his home, Neverland Ranch. It was Michael's first interview in 14 years. As the impact, the report said it was watched by over 90 million viewers in the U.S. It is considered as one of the most watched programs ever.

At the start of the interview Oprah stated that Michael had agreed to be questioned on any aspect of his life. Oprah questioned him about his childhood and the abuse he suffered from his father as well as working and missing out his childhood years. Moreover, they reveal what it was like for a child star to grow up in fame. Michael stated how he often felt very lonely as a childhood star.

Many tabloid rumors were covered as well. Michael dismissed buying the Elephant Mans bones and sleeping in an oxygen tank. He also stated for the first time that the reason his skin color had changed from black to white was because of an illness known as *vitiligo*. In this interview, Michael's best friend, Elizabeth Taylor made an appearance to support him. As a singer guest, Michael performed a short acoustic version of "Who is It". Moreover, the music video of "Give in to Me" was also shown.

B. Previous Studies

The analysis of repair phenomena has become a long standing interest for linguists in the recent decades. Numerous studies of repair analysis since Schegloff, Jefferson, and Sacks in 1977 were conducted. Those studies producing different results on repair analysis due to different object and research focus. Most research are beneficial for a thesis or dissertation. For instances:

1. Repair in Chinese Conversation (Wei Zhang, 1998)

In conducting the research, Zhang adopted the theories of Schegloff, Jefferson, and Sacks since their 1977 work. However, instead of employing English conversation as her data, she focused on non-English conversation, i.e. Mandarin Chinese conversation, in order to obtain a fresh data. The objective of the research was to study repair organization in talk-in-interaction conducted in Chinese, with a focus on describing the Chinese speakers' daily interactions that constitute repair.

To conduct this research, Zhang employed conversation analysis approach. The data used for the research were including 13 hours of recording of calls to radio programs, 2.5 hours of face-to-face conversations and a few telephone calls between friends. Findings from this study suggested that the repair organization in Chinese conversation is generally comparable to what Schegloff, Jefferson, and Sacks (1977) have described for the English conversation in terms of the techniques and positions of the repair initiation and the trajectory from repair initiation to repair outcome.

2. Self-Repair Devices in Classroom Monologue Discourse' (Chihsia Tang, 2011)

Mandarin Chinese conversation was employed as the data of this research. The researcher developed a theory from Chui (1996) who worked at the same interest, i.e. repair in classroom discourse. The data of the research were collected from classroom lectures and presentations at a university in northern Taiwan from March to April, 2008. The objective of the research was to identify

the aim of each repair initiation and analyze the function of their corresponding repair mechanism.

In order to answer the research question, Tang employed Gricean Maxims of Cooperative Principles as the approach. The repair reparandums in the present corpus were first categorized based on the Gricean Maxims of Cooperative Principle. Reparandums in the data of the present corpus contained responses that deviated from the maxim of quality, quantity, and manner. After that, the repair mechanism was analyzed. The result of this investigation showed that the repair devices that the speakers adopt to repair their speech were including replacement, correction, restructuring, addition, specification, elaboration, exemplification, rewording, and reordering.

Similar to Zhang, the research entitled "A Conversation Analysis of Repair in *The Oprah Winfrey Show*: Special Episode with Michael Jackson" employs conversation analysis approach. The objectives of the research are to investigate the types of repair as well as the patterns. However, the data of the research are gained from English language conversation. As stated in the title, the conversations that will be analyzed are taken from *The Oprah Winfrey Show*.

C. Conceptual Framework

To conduct this research, a descriptive-qualitative approach is employed. The researcher applies theory of conversation analysis to analyze repair in the conversation among the participant in *The Oprah Winfrey Show: Special Episode Michael Jackson*. A conversation analysis is important since it covers the

knowledge of crucial elements in conversation, especially those which related to the phenomenon of repair. Moreover, conversation analysis leads to the analysis of all kinds of conversation. In fact, repair belongs to the study of conversation analysis.

In this research, the researcher focuses on the types of repair. The theory of Schegloff, Jefferson, and Sacks (1997) is adopted to answer the research question. They argue that there are four types of repair namely *self-initiated self-repair*, *self-initiated other-repair*, *other-initiated self-repair*, and *other-initiated other-repair*.

Meanwhile, a long standing interest in repair patterns analysis on Mandarin Chinese challenges the researcher to investigate a similar case in different language, i.e. English. According to the findings in Mandarin Chinese repair conducted by Chinese linguists there are ten patterns of repair. Those are *replacement, modification, abandonment, reorganizing, correction, specification, elaboration, exemplification, rewording,* and *restructuring*.

The data of a conversation analysis, especially repair, would be best taken from a real conversation, in other words unscripted conversation. A conversation in talk show reflects real conversation. Therefore, the object of this research is one of the episodes in *The Oprah Winfrey Show*. In fact, *The Oprah Winfrey Show* can serve the data of repair into this research. There are repairs done by the participants in the talk show, i.e. Oprah herself and Michael Jackson as a guest. In accordance with this reason, the researcher gives the way of her thought into a diagram.

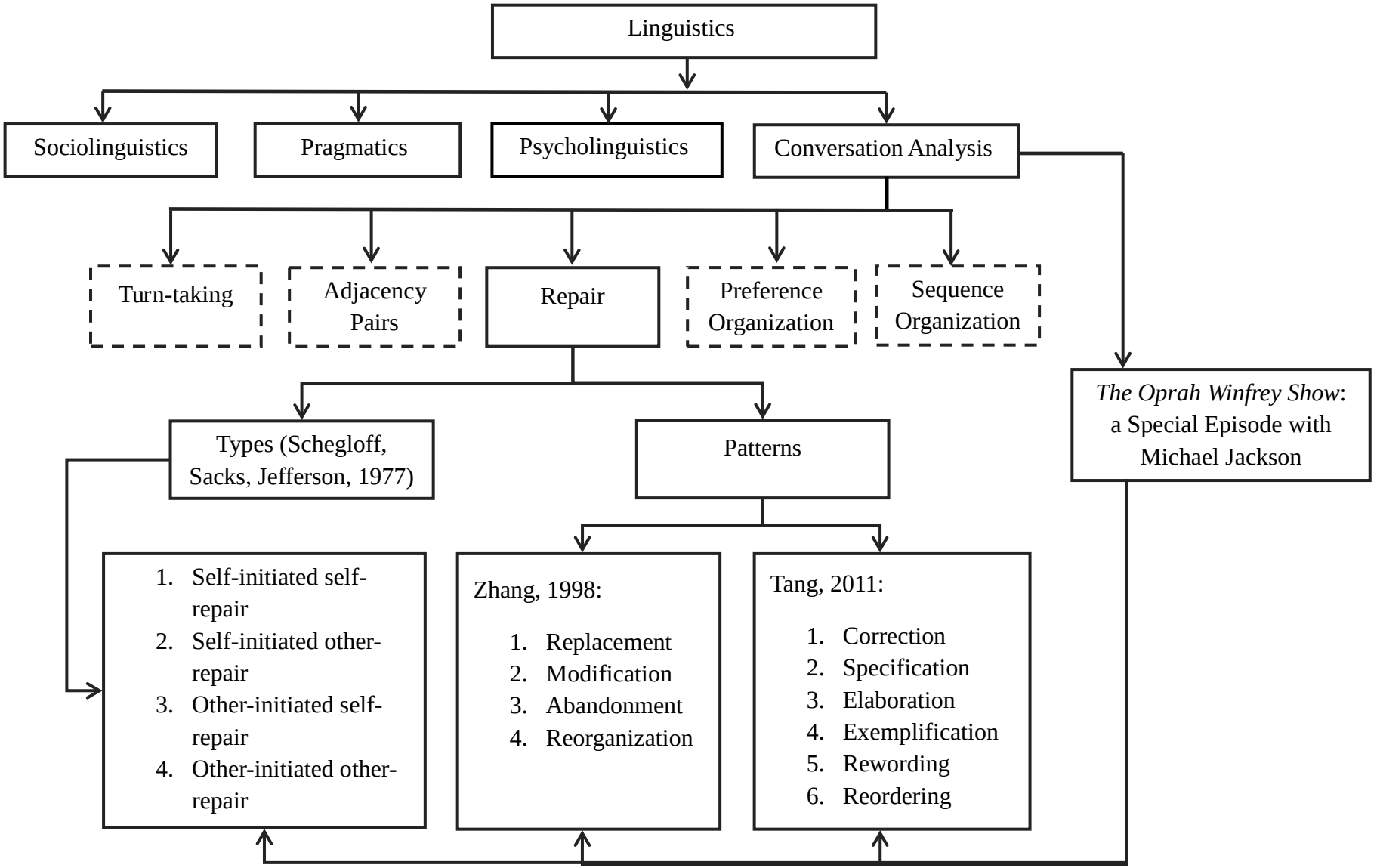

Figure 1. Analytical Construct

CHAPTER III

RESEARCH METHOD

A. Research Type

The research employed a descriptive-qualitative methodin which descriptive datawere produced. Bungin (2007: 27) states that a descriptive-qualitative research uses theory to lead the research before collecting the data. This method is more like a quantitative method since qualitative method does not provide theories before data analysis. However, descriptive-qualitative research still can be categorized as qualitative research since the data are collected and analyzed irrespective of the figures.

The results of the data analysis of repair phenomena in the conversation among the participants in the talk show were presented in the form of lingual units, e.g. words, phrases, sentences, rather than in the form of numbers. It is in line with Vanderstoep and Jhonston (2008: 167) who state that the purpose of qualitative research is more descriptive than predictive.

B. Form, Context, and Source of the Data

The data of this research were in the form of utterances uttered by the participants in *The Oprah Winfrey Show*, i.e. MichaelandOprah. This is in line with Bungin (2007: 103) who states that qualitative data are in the forms of sentences, utterances, and short stories. A datum was always started from an utterance in the conversation which contains trouble source. The trouble

maker was called *self*, while the other party was called *other*. The researcher obtained the data from the transcript of conversation among the participants in *The Oprah Winfrey Show*.

Bogdan and Biklen (1982: 28) state that the data of descriptive qualitative research are in the form of words or pictures rather than in the form of numbers. Since the research appliedqualitative approach, the data were in the forms of lingual units i.e., words, phrases, clauses, and sentences uttered by the participants involved in the talk show. Therefore, the data were taken from the utterances of the participants involved in the talk show. The contexts of the data were taken from the dialogues between participants in *The Oprah Winfrey Show*.

The data of this research were collected by watching the talk show videonamely*The Oprah Winfrey Show*. The researcher selected an episode of *The Oprah Winfrey Show*, a special episode with Michael Jackson. This episode was considered special since it ran for 90 minutes instead of the 60-minute duration of the ordinary episode. The researcher gotthe video of the talk show by downloading it on the internet.

C. Research Instrument

The main and primary instrument of a qualitative research was the researcher herself. It is in line with Creswell (2009: 175) who mentions in his book that the key instrument in qualitative research is the researcher him/herself. Therefore, the researcher played the role as the designer, data

collector, data analyst, data interpreter, and reporter of the research findings (Moleong, 2001: 121).

In addition, the researcher employed data sheets as the secondary instrument to note important information while observing the source of the data, in this case a talk show called*The Oprah Winfrey Show*. The information that had been gathered in the data sheets were analyzed afterwards. The other secondary instruments used in this research were visual materials: the video of the talk show and its transcript.

Table 2: **The Form of Data Sheet for Types &Patterns of Repair Uttered by the Participants in *The Oprah Winfrey Show***

No	Code	Conversation	Types of Repair				Patterns of Repair										Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
1	01/04:32-04:41	**O**: How nervous are you? **M**: How what? **O**: How nervous are you right now? **M**: I'm not nervous at all, actually.			√					√								Because of a non-hearing utterance, Michael initiates a repair. Oprah, then, repairs her own question. The repaired segment is exactly the same with the trouble source. Therefore this repair belongs to repletion pattern.

Note:

SI : Self-initiated
OI : Other-initiated
SR : Self-repair
OR : Other-repair
RE : Replacement
MO : Modification
AB : Abandonment
RG : Reorganization
SP : Specification
EL : Elaboration
EX : Exemplification
RW : Rewording
CM : Completion
RP : Repetition
Ot : Other

01/04:32-04:41→ Number of the Data/Time

D. Techniques of Data Collection

Vanderstoep and Jhonston (2008: 189) state that there are four types of data collection techniques. They are interviewing (face-to-face-question-and-answer process), ethnography observation (observing people enacting culture), analysis of documents and material culture (written text or cultural artifacts), and visual analysis (e.g., interpretation of mediated communication text such as films or television programs). This research employed visual analysis technique in which the utterances of the participantsin a video of a recorded talk show*The Oprah Winfrey Show* were interpreted and analyzed.

The steps of the data analysis were as follows: watching the video of the talk show, examining the transcript of the conversation, making data sheets, and categorizing the raw data into the data sheets. The data collection was started by watching the video of the talk show in order to find repairs in the conversation among the participants in *The Oprah Winfrey Show*. Secondly, the researcher examined the transcript of the conversation in the talk show which she found on internet. Finally, data sheetsused to record all information which were gathered by watching the video were created.

The data in this research were gained from the utterances of the participants in the talk show, i.e. Oprah and Michael.

E. Techniques of Data Analysis

After finishing the data collection, the researcher analyzed the raw data that had been recorded in the data sheets. In qualitative research, the

relation between data collection and data analysis is inseparable (Bungin, 2007: 107). Since this research was also qualitative research, the researcher started the analysis when she selected the raw data and arranged theminto a data sheet. In addition, the remaining steps of the data analysis were:

1. Classifying

The researcher only provided one data sheet which were divided into two major categories namely types of repair and patterns of repair. All data found in the conversation among participants in the talk show were arranged in the data sheet. They were classified based on their types and patterns. There were four types of repair, i.e. self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair. Then, the data were classified into purposes of repair such as replacement, modification, abandonment, reorganization, correction, specification, elaboration, exemplification, restructuring, and rewording.

2. Analyzing

After classifying all data, the researcher analyzed them. In this step, she employed a quantitative approach. She counted all data which were classified in each category. This process helped the researcher to make her analysismore comprehensive by knowing which category ranks the highestor vice versa. Finally, the result was put in the findings.

3. Discussing

After the findings were revealed, the researcher gave detail explanation of her analysis. The detail explanation covered the answer of how and why the

findings could be so. Moreover, the discussion was conducted to the whole findings.

4. Reporting

The last step was reporting the findings and discussion of the findings. In writing the report of the research, the researcher added some points of conclusion and suggestions.

F. Trustworthiness of the Data

The trustworthiness of this research was gained by doing triangulation and peer debriefing (discussion). Moleong (2001: 128) states that triangulation is a technique for checking the trustworthiness of data by utilizing something outside the data to verify the data or to compare them. The researcher was supervised by two supervisors and two friends from the same major who possess the same interest in doing the triangulation. Furthermore, peer debriefing was conducted to check the research findings.

CHAPTER IV

FINDINGS & DISCUSSION

This chapter isdivided into two main sections namely research findings and discussion. Research findings presentsall findings of repair investigation in the conversation of the talk show *The Oprah Winfrey Show*. The data are served with the frequency of repair presented by the participants in*The Oprah Winfrey Show*. Furthermore, detail explanation regarding the research findings is presentedin research discussion. In this chapter, the answer of the research problems is revealed. They are types and patterns of repairuttered by the participants in*The Oprah Winfrey Show*.

A. Research Findings

The result of repair investigation in the talk show *The Oprah Winfrey Show*: a Special Episode with Michael Jackson is served with number as seen in the table below.

Table 3:**Types and Patterns of Repair Uttered by the Participants in *The Oprah Winfrey Show***

No	Types of Repair	Patterns of Repair										Total
		RE	MO	AB	RG	SP	EL	EX	RW	Other		
										CM	RP	
1.	Self-initiated Self-repair	7	1	9	13	5	5	8	3	3	1	55
2.	Self-initiated Other-repair									2		2
3.	Other-initiated Self-repair		4				4		2		2	12
4.	Other-initiated Other-repair					1	1			1		3
	Total	7	5	9	13	6	10	8	5	6	3	**72**

Note:

RE : Replacement
MO : Modification
AB : Abandonment
RG : Reorganization
SP : Specification
EL : Elaboration
EX : Exemplification
RW : Rewording
CM : Completion
RP : Repetition

All four types of repair proposed by Schegloff, Jefferson, and Sacks in 1977 were found in this investigation. They wereself-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair. However, as seen in the table, the frequency of occurrence of each type is different. In the conversation between Michael and Oprah in *The Oprah Winfrey Show*, self-initiated self-repair is on the highest rankwith a relatively huge differenceif compared to the rest of other types. Itis followed orderly by other-initiated self-repair, other-initiated other-repair, and self-initiated other-repair on the last place.

On the other hand, from ten patterns of repair proposed by Zhang (1998) and Tang (2011), the researcher could found eight patterns in this investigation. They were replacement, modification, abandonment, reorganization, specification, elaboration, exemplification, and rewording. However, the researcher found two other patterns in the repair investigation in *The Oprah Winfrey Show*: A Special Episode with Michael Jackson. They are completion and repetition. As seen on the table, reorganization is the pattern that occurs most often in this investigation. Elaboration and abandonment pattern are on the second and third rank. The number of occurrenceof the remaining patterns from the highest to the lowest in series is exemplification, replacement, completion and specification, modification and rewording, and repetition.

B. Discussion

1. Types of Repair in *The Oprah Winfrey Show*

a. Self-initiated self-repair

The participants in the talk show *The Oprah Winfrey Show*seem like they notice their own-making error in most of the time. Therefore, they act as the repair initiator and completer of the repairsthemselves. As the result, self-initiated self-repair becamethe type of repair that occurs most often in the conversation between Michael and Oprah in *The Oprah Winfrey Show*. Self-initiated self-repair is a type of repair that often happens without a discernible error such as grammatical or syntactic error. In most cases, the error is only

inside the speaker's mind.The following is an example of self-initiated self-repair.

> Oprah :So it wasn't what it appeared to be to the rest of the world. **All of us***[pause]***I remember I was a little black child, wanted to marry Jackie Jackson, your brother, soI mean to all of us** we thought this was the most wonderful thing in the world, who wouldn't have wanted that life?
> (05/07:22-07:35)

In the example above, Oprah is surprised by the fact that Michael feels sad over years since he was famous with *The Jackson Five* and became a child superstar. According to Oprah, people think that the life Michael and his brothers have is a life that anyone would ever dream of. In order to convince him, Oprah feels that she needs to provide an example. She tells him her own experience as a little black child who adores Jackie Jackson, one of Michael's brothers, and dreams of marrying him. This example is formed as a repair.

When delivering her thought, Oprah is caught not finishing her sentence. Soon after saying "*all of us*", she stops and starts a brand new sentence. However, when her new sentence has finished, she re-uses the words that she has already uttered and abandoned before. It shows that she does not intend to abandon her sentence by not finishing it. In fact, Oprah intends to conduct a repair to fix her error, i.e. serve a sentence which contains incomplete information. Therefore, this repair is considered as a self-initiated self-repair. A different example is seen below.

> Oprah:**What kind of woman makes you..***um*..in the video we're going to see later, we premier the world video, there's a line where you talk about being quenched, **so what kind of person does that for you?**
> (46/34:17-34:28)

The video clip of *Give in to Me,* one of Michael's songs, is premiered in this special episode of *The Oprah Winfrey Show*. The song is written by Michael himself. One of its lines that says*'quench my desire'*stimulates Oprah to make a question for Michael. This line disguises as a preface for Oprah to start some questionsabout his romance life.In the example above, Oprah wants to know Michael's ideal type as reflected in real person.

As mentioned above, the line *"quench my desire"* is employed as a preface for Oprah to start an interrogation about Michael's romance life. For such reason, Oprah decides to delay her question and therefore, creates a repair initiation by inserting a preface in the first position. Then, a self-initiated self-repair is complete when she re-utters her question that has been delayed the moment before.

Below is the other example.

Michael: Jimmy Carter has teamed up with us to do Heal Atlanta and **we're going to go from state to state healing**-- *you know*we've gone to**Sarajevo; we've done lots of places**.
(60/44:25-44:33)

Michael Jackson is not only famous as an entertainer, but as a human rights activist as well. He found a charity foundation called *Heal the World Foundation*. The foundation takes care of the education and health of children and teenager. It gives immunization to children, provides mentoring programs, and gives an education in drug abuse. The program begins in America. Until now, they have visited and healedlots of placesall around the world. In the example above, Michael explains thatJimmy Carter, an American Politician

who served as the 39th President of the United States, joins the foundation in *Heal Atlanta*.

To show evidence of the foundation's contribution in healing the world, Michael creates a repair. Firstly, he explains that the foundation go healing from state to state. The utterance "*You know*" in the example indicates a repair initiation done by himself. Then, he completes the repair by showing evidence. He mentions that the foundation has visited and healed Sarajevo and lots of other places in the world. Another example is shown below.

> Oprah : **How did you**, first of all, you know we've spent so much time trying to dispel the rumors, trying to get the truth out that I haven't really had an opportunity to talk to you about how you conceive your music, how you conceive the dance. **Where did the Moonwalk come from?**
> (61/44:54-45:11)

Being an entertainer in the music industry for many years makes Michael Jackson never apart from rumors. There are unpleasant rumors about him in tabloid, television, and other media. Those rumors never get clear for he keeps hiding from the press and never shows up to clarify the rumors. According to Oprah, one of the strangest rumors she has ever heard is the one sayingthat Michael fakes his Moonwalk dance. Therefore, Oprah tries to reveal the secret behind his phenomenal dance through her questions.

In the beginning of her utterance, she has already started a question with question word 'how did'. However, before finishing the question, she stops and starts a new sentence called pre-question sentence that is actually a repair initiation in disguise. After that she delivers the question and completes the self-initiated self-repair herself.

b. Self-initiated Other-repair

Unlike self-initiated self-repair which has significant number of occurrence, self-initiated other-repair occurs twice only. In self-initiated other-repair, the participants who are involved in the conversation share the act of repair initiation and completion. The speaker, or the trouble maker, will be the one who initiates the repair. Then, the interlocutor will complete it. In most of the cases, such type occurs because the speaker is at loss for words. The following is an example of self-initiated other-repair.

Michael:For myself and the children. Every three weeks we have terminally ill children that **come to**..*uh*.**.**
Oprah: **To the house.**
Michael: Yes, yes.
(49/39:45-39:54)

This conversation takes place in the Neverland amusement park, located inside of Michael's house. Oprah wonders whether or not Michael builds the amusement park for himself. Then, Michael gives a clarification about it. He says that he builds the amusement park for himself and the children whom he adores so much. The children are mostly ill children from his *Heal the World Foundation*. As a proof of his love toward these children, Michael holds a show for them at his house once in three weeks. They may come to enjoy themselves for free.

In his first turn, Michael seems unable to express his thought verbally. The long schwa 'uh' is a form of repair initiation which shows that he needs help from his conversation partner, Oprah, to finish his utterance. Oprah realizes the signal of repair initiation quickly. Then, she completes the repair right away.

She knows that Michael often invites ill children to his house. Therefore, to complete the repair, she knows that Michael needs the words‘the house’.

Another example of self-initiated self-repair is shown in the datum below.

Oprah:These are some major rides. I mean the Sea Dragon, the Ferris Wheel, and there's that Zipper over there, **and the**..*uh*.. (While pointing at the wipeout)
Michael :**The Wipeout.**
(52/40:12-40:21)

In the example above, Oprah and Michael are having a conversation while facing the rides in Michael’s amusement park. There are many major rides in Michael’s amusement park. Oprah stares and observes the rides. She looks amazed by the view that she is just staring at. Then, she mentions every ride in the amusement park.

In order to convince the audiencethatthere are major rides in Neverland amusement park, Oprah feels that the enumeration of the rides is important. Thus, she starts remembering the name of the rides that she is just staring at. However,she is suddenly at a loss for wordsin the middle of enumerating. She cannot name one of the rides and therefore she needs help to finish her utterance. As an initiation, there is a long schwa that she utters while pointing at the ride. In no time, Michael completes the repair by mentioning the name of the ride, i.e. the wipeout.

c. Other-initiated Self-repair

Alike self-initiated other-repair, in other-initiated other-repair, the participants share the act of initiation and completion as well. The speaker completes the repairthat has been initiated by the interlocutor. The initiation

ofthis repair is usually stimulated by a mishearing, non-hearing, or misunderstanding regarding the speaker utterances. There are some occurrences of other-initiated self-repair in the conversation among participants in *The Oprah Winfrey Show*. An example is seen below.

Oprah : **How nervous are you?**
Michael : *How what?*
Oprah : **How nervous are you right now?**
(01/04:33-04:38)

For the first time in the history of Michael's career in music industry, he talks in an interview. *The Oprah Winfrey Show* is a talk show that has been chosen by Michael to have him interviewed. The example above occurs in the very beginning of the talk show. At that moment, as a host, Oprah greets her guest, Michael. The first thing she asks is whether or not he feels nervous for his first broadcasted interview.

A repair phenomenon is foundearlyin the beginning of the conversation. Michael who is trying to sit in his seat does not really pay attention on Oprah's question. Therefore, he initiates a repair by repeating a part of the question, and then partially added by the question word 'what'. After that, in the next turn, Oprah completes the repair by re-uttering her question with a little modification. Below is another example of other-initiated self-repair.

Michael : **Yeah**, (I've ever been in love.)
Oprah : *With Brooke Shields?*
Michael : **Yes, and another girl.**
(41/32:55-33:01)

Earlier in the conversation, Michael and Oprah talk about Brooke Shields. She is an American artist who dates Michael by the time the talk showis held.

When Oprah asks Michael whether or not he has ever been in love to a girl, Michael says yes. So, Oprah initiates a repair by conveying her assumption that the girl he has ever been in love with is Brooke. In fact, Michael has fallen in love to several women. Brooke is one of them, but he still has several names in mind. Therefore, he completes the repair by justifying Oprah's assumption towards him and adding a little information.

The following datum also serves as an example.

Oprah : Are you very **spiritual?**
Michael : *In what sense?*
Oprah:**I mean**, **do you meditate?Do you understand that there's something bigger than yourself at work here?**
(67/53:44-53:54)

Oprah'squestions are not only related to Michael's romance life, but his religious life as well. During the interview, some of Michael's answers towards Oprah's questions reflect that he is quitespiritual. In accordance with that, Oprah wonders about what he thinks of himself. Nevertheless, the answer for such question is not easy since the interpretation for the word 'spiritual' may be varies.

Therefore, when Oprah asks Michael whether he is very spiritual or not, he feels that he needs to initiate a repair as a mean of clarifying his understanding. Knowing that Michael gets confused by her question, Oprah explains her question in more detail. In fact, the word 'very spiritual' according to Oprah is including meditation and understand that there is something bigger than ourselves. Another example is as below.

Oprah: What do you want, want most-what do you want the world to know about you most?

Michael: **Like to be remembered for?**
Oprah: **Not to be remembered for-what about for now**?
(71/01:06:04-01:06:13)

There are lots of rumors in media regarding Michael's personal life. Michael, together with Oprah in this interview, wants to dispel the rumor and tries to get the truth out. After a long discussion about all rumors that have ever been addressed to him, Oprah wants Michael to make a conclusion. Oprah asks him about something that he wants people to remember about him.

Before answering the question, Michael conducts a repair first. He initiates a repair and leaves the repair completion to Oprah. In fact, his repair initiation is reasonable because he turns out to have a wrong understanding in his interpretation. A moment later, Oprah clears his wrong interpretation and completes the repair at the same moment.

d. Other-initiated Other-repair

In this last type, the act of repair initiation and completion is done by one party only, i.e. the interlocutor or the one who notices the error. This type is so much alike toself-initiatedself-repair. In other-initiated self-repair, the initiation sequence in most cases is absent. The initiation is usually seen in the form of interruption, i.e. taking the floor of the current speaker who is considered making trouble. An example is seen below.

Michael: Oh, there's a lot of sadness about my past life. You know, adolescence, about my father, and all of [**those things]*…**
Oprah: ***[So] he would tease you, make fun of you.***
Michael : Yes.
(20/17:13-17:26)
*The interruption is indicated by […] Firstly, the second speaker takes the first speaker's turn in the middle of his speech. Then, then first

speakersubsequently gives the floor to the second speaker who completes the turn alone.

Not a secret anymore that Michael Jackson does not get along well with his father, Joseph Jackson. His quarrel with his father is considered sadness for him in his past life. He has explained earlier in their conversation that his father often teases him, says bad things to him, and tells him that he is ugly. Therefore, when Michael explains that there are a lot of sadness in his past life including his father and 'those things', Oprah initiates and completes a repair at once.She is trying to clarify what Michael means by saying *"those things"*. According to Oprah, 'those things' that Michael means, are including the acts of teasing and making fun of him done by his father. The datum below also serves as an example.

Michael : **I'm a gentleman.**
Oprah : *You're a gentleman?*
Michael : I'm a gentleman.
Oprah : **I would interpret that to mean that you believe that a lady is a lady** and therefore..
(42/33:14-33:28)

By saying *"I'm a gentleman"*, Michael answers Oprah's question regarding whether or not he is a virgin. To ask this, Oprah herself feels embarrassed. However, both of them have no choice but maintain the conversation to keep going on. Therefore, Michael answers it implicitly with embarrassment. It means he never says yes neither no. Here, a repair occurs.

As a response towards Oprah's question, Michael only says that he is a gentleman. In fact, the response is not sufficient to answer the question. Therefore, Oprah initiates a repair by repeating Michael's response. It indicates

that she does not get Michael's point through his response. However, Michael keeps going with his first response and does not try to clarify his utterance to clear the misunderstanding. In the end, Oprah completes the repair herself by trying to make a conclusion regarding Michael's response.

Below is another example of other-initiated other-repair.

Oprah : **So now you are fulfilling all those fantasies.**
Michael : ***To compensate,*** yes.
(53/40:39-41:01)

Michael has become a superstar since he was only a little boy. His everyday life is always busy of his working schedule. He never gets to enjoy kids' life. In fact, Michael confesses that he loves kids' life including all the enjoyments and fantasies. He also admits that he loves riding rides. As the result, he builds his own amusement park which is known as Neverland. He builds it in his back yard so that he can come and play anytime he wants.

Oprah concludes from Michael's story that he builds the amusement park to fulfill little Michael's fantasies. However, Michael feels that this utterance isnot complete enough. He conducts a repair from Oprah's utterances by adding important information regarding his purpose of building the Neverland. According to Michael, besides to fulfill little Michael fantasies, his purpose is also to compensate his past life where he never enjoys his childhood life.

2. Patterns of Repair in *The Oprah Winfrey Show*

a. Replacement

In repair completion, replacement pattern is often used to replace word(s) with another that is considered more appropriate or precise by the repair

completer. This pattern is employed seven times in the repair completions found in the conversation between Michael and Oprah. An example is presented in the following datum.

Oprah :**Would he***[pause]***did he** ever beat you?
(21/17:27-17:29)

Michael and Oprah are talking about how Michael's father,Joseph Jackson,treatslittle Michael in past time. Michael's story about his father stimulates Oprah to ask him whether his father have ever beaten him. The first word used by Oprah to form a question is 'Would'. Later, she finds a more suitable word to be used, i.e. 'did', and therefore she replaces 'would' with 'did'. A similar case occurs in the following datum.

Michael: They go too **far**, *I mean***crazy**. But this is stuff that happens every day with other people.
(34/26:32-26:44)

Michael, in the example above, feels that the 'word' crazy is best replacing the word 'far' since he intends to emphasize the meaning of his utterance. In this utterance, Michael tries to express his opinion regarding stories in media who have mistaken him forhaving his cheekbones, lips, and other parts of his face done. Following his opinion, press has been exaggerated the stories. However, instead of keeping the word 'far' in his utterance, Michael decides to replace it with 'crazy' which hasa more powerful meaning.

The example below is another example of replacement pattern.

Oprah: Yeah! And **when you are**, for instance, **when we were** here before to shoot that commercial, you were preparing for the Superball.
(62/46:24-46:30)

In this example, Oprah intentionally replaces the word ‘you’ with ‘we’. The change from ‘are’ to ‘were’ is not initially subject to change. It changes automatically when the subject is replaced. The reason behind this replacement refers to the fact that both of them were filming for the talk show commercial instead of Michael himself. As the result, Oprah thinks that replacement pattern is best employed to complete the repair.

b. Modification

The main function of this pattern is to improve the quality of speech in order to make the utterance becomes more informative. The modification pattern is done by inserting extra constituent in the original utterance. The extra constituent may include additional information, adverb of time or place and adjectives. The researcher found five modification patterns of repair in this investigation. The following conversation is served as the first example.

Oprah : **How nervous are you?**
Michael : *How what?*
Oprah : **How nervous are you right now?**
(01/04:33-04:38)

When Oprah greets Michael in the beginning of the talk show, she asks him about how nervous he is. Unfortunately, Michael does not pay a good attention on her and therefore he initiates a repair. To complete the repair, Oprah needs to repeat her question so that Michael can catch and answer it. However, instead of repeating her question purely like her first turn, she makes a modification by adding an adverb of time in the end of the question, i.e. *‘right now’*. Below is another example where modification pattern of repair is portrayed.

Michael: Yes, and I had pimples so badly it used to make me so shy, I used not to look at myself, I'd hide my face in the dark, I wouldn't want to look in the mirror **and my father teased me** and I just hated it and I cried every day.
Oprah: *Your father teased you about your pimples?*
Michael :**Yes and tell me I'm ugly.**
(16/15:40-15:56)

Michael in this example is considered as a trouble maker since his utterance is ambiguous.Thus, Oprah initiates a repair. Oprahassumes that Michael was teased about his pimples when he says *'my father teased me'*. Then, Michael completes the repair by justifying Oprah's assumption with a little modification on it. According to him, his father is not only tease him about his pimples, but he also say that he is ugly.

The last example is seen below.

Oprah : What do you **want**, **want most**the world to know about you?
(70/01:06:04-01:06:08)

The example above is the last question that Oprah asks to Michael in this interview. As they have dispelled the rumors about Michael, Oprah wants Michael to make a conclusion. She wants him to tell the world about something that he wants people to remember about him the most. However, in her first utterance, Oprah forgets to attach the word 'most'to emphasize her meaning. Therefore, she modifies her utterance by inserting 'most' after the word 'want'.

c. Abandonment

Abandonment happens when the repair completer abandons an utterance that s/he utters in the first place and prefers to start a brand new utterance. Thus, the first utterance that has been abandoned becomes meaningless. This pattern is employed nine times by the participants in the talk show *The Oprah*

Winfrey Show, a special episode with Michael Jackson. The example is as follow:

> Oprah:**Did you feel***[pause]*Smokey Robinson said this about you, and so have many other people, that you were like an old soul in a little body.
> (11/11:50-11:57)

Smokey Robinson is the vice president of Motown, a recording company in America where Michael was first made an idol. Oprah says that Robinson has ever said that Michael was never a child. Moreover she explains, Robinson thinks that Michael were like an old soul in a little body. This story comes after a question that is finally abandoned by Oprah herself. After being abandoned, the unfinished question turns into a meaningless utterance. The following self-repair shows another abandonment pattern:

> Michael:**He saw me.. he wanted me..***[pause]***I guess I don't know if I was his golden child or whatever it was,** some may call it a strict disciplinarian or whatever, but he was very strict, very hard, and very stern. Just a look would scare you, you know.
> (23/17:40-17:58)

As seen in the example above, Michael is explaining about his father. According to him, his father is one of his 'sadness' in the past. So, in a chance, Oprah asks him to describe his father. To answer this, Michael seems uneasy. He does not knowwhere to start. He tries several times until he finally finds a right expression to start. Therefore, the utterances that he employs in the first place are all abandoned. Another example is presented below.

> Michael :Oh boy, **I don't***[pause]***Sometime after Thriller, around Off the Wall, Thriller, sometime around then.**
> (32/24:38-24:43)

Michael's turn in the exampleabove functions as a reply to Oprah's question regarding the time of an incident that happened in Michael's life. She assumes that Michael still remembers the time since it is an unforgettable thing. Michael's response*"I don't.."*in the first place is dropped and abandoned which makes it meaningless in the end. Then, slowly he remembers the time and starts to give a complete answer to Oprah.

d. Reorganization

In this investigation, reorganization pattern wasonly found in self-initiated self-repair. Reorganization enables the speaker to suspend the sentence-in-progress and start a new sentence or insert a new constituent where the suspended material is re-used in the end. This pattern becomes the most-often employed pattern in this repair investigation with thirteen occurrences. This result seems normalsince the information delivered by the participants in their long speeches during the talk show were often not properly arranged. The example is as follow:

> Michael: **What about all the millions of people**, let's reverse it, **what about all the millions of people** who sits out in the sun, to become darker, to become other than what they are, no one says nothing about that.
> (30/24:22-24:32)

Regarding the 'bleaching' rumors which is addressed to him, Michael is finally giving his response. He says that he never 'bleach' his skin from black to white. Furthermore he adds that there is no such thing called *skin bleaching*. What he does not understand is the reason that makes people care too much with his skin that gradually becomes whiter because of an illness.In fact, there

are lots of people who tan their skin to become darker and no one says anything about that. He delivers his message emotionally until he misses an important constituent ‘Let’s reserve it’. He forgets to invite his interlocutor to think the same way as him. Therefore, he conducts a repair by employing reorganization pattern.

Another example of reorganization pattern is presented below.

Michael : Me and my brother stayed with her for years and **always***[pause]*I never said, but I **always** had a crush on her.
(47/34:42-34:49)

When Michael was only a boy, he and his brothers have ever lived with the famous American singer, Diana Rose, for years. Michael mentions her name, when he is asked about a woman that he has ever been in love with. He says that he was always had crushed on her. However, this fact is never known by anyone else. Therefore, in his repair, Michael reorganizes his utterance by suspending it, inserting the information *“I never said”*, and finally re-using the same material before the suspension, i.e. ‘always’. The similar thing happens in the following example.

Oprah : I wonder **what it feels like**, I will never know since I cannot sing one thing, but, **what it feels like** to be on stage with a sea of people, a sea of people.
(66/51:20-51:29)

As a singer, Michael gets used to be on stage surrounded by a sea of people. Since Oprah wonders the feeling, she asks Michael. Before she finishes her question, she suspends it to start a new sentence that contains additional information related to the earlier material. In the end, the suspended utterance

re-appears after the emergence of the additional information, i.e. she cannot sing. Therefore, reorganization pattern is employed.

e. Specification

Specification pattern is used six times in the repair completion in this investigation. Specification pattern is generally used to replace a constituent in the original utterance which has insufficient information with a relatively clear reference.This pattern enables the repair completer to fix their error by providing a clear reference to the error constituent they have made. The example is presented below.

Michael:**That** is so crazy!*I mean***it's one of those tabloid things,** it's completely made up.
(26/19:30-19:37)

The word ‘that’ uttered by Michael in the example abovecontainsinsufficient information since he does not provide a preface nor explanation regarding the possibility of reference for the word *that*. Therefore, he quickly initiates a repair by saying “*I mean”* and then, he explains that the word ‘that’ in his original utterance refers to a story about him in the tabloid. A similar case is seen below.

Oprah: So when did **this** start *[pause]*when did **the color of your skin start to change?**
(31/24:32-24:36)

Oprah asks Michael “*when did this start”* whereas the word ‘this’ has no reference yet. In fact, they are currently talking about Michael’s skin that gradually changesfrom black to white. Michael confesses that it is because of a genetic illness called *vitiligo*. Therefore, the word ‘this’ that uttered by Oprah

refers to the change of Michael's skin color. Then, Oprah tries to repair it by re-uttering her question and replacing 'this' with a referentially clearer expression.

Another example is as follow:

Michael : Let's say this, if you want to know about **those things, all the nosey people**in the world, read my book Moonwalk, it's in my book.
(33/25:41-25:52)

In the example, Michael notices his error right at the moment he finishes his utterance. Quickly he continues his turn by fixing his error. In this repair, the word 'those things' is problematic since it has no clear reference. Thus, Michael must fix the problematic words by providing a clear reference. As they are currently discussing about Michael's plastic surgery rumor, the reference of 'those things' that he uttered is clear, i.e. all the nosey people.

f. Elaboration

The researcher found ten elaboration patterns in the organization of repair conducted by Michael and Oprah. This number is second most-employed pattern in this repair investigation. Elaboration pattern is usually used to elaborate an already given utterance. Elaboration seems normal to be used often since it helps speaker to maintain the interlocutor's understanding stayin the box of hisspeech concept. The following conversation is served as an example.

Michael:Well, on stage for me was home. I was most comfortable on stage but once I got off stage, I was like, **very sad**.
Oprah : *Sad from the beginning, sad since it first started, sad?*
Michael:**Lonely, sad, having to face popularity and all that.**
(04/06:44-07-05)

Michael confesses to Oprah that according to him, the most comfortable thing is being on stage. He adds that other things will make him sad. However, the concept of ‘sad’ that he says is ambiguous to Oprah. Thus, Oprah initiates a repair to ask for a clarification regarding the concept of sad that he actually means. Then, on his second turn, Michael elaborates the word ‘sad’ and completes the repair at once. According to him, the concept of sad covers the lonely feeling and should face his popularity.

The following datum presents the occurrence of elaboration pattern.

Oprah: I frankly think that **king of pop is probably too limiting a title** for you.. *I mean I think that most of the world would agree* that **you no doubt one of the greatest entertainers the world has ever seen. You might be, as Liz Taylor said, King of pop, rock, and soul.**
(40/31:09-31:21)

As a singer, Michael has a title King of Pop for his outstanding popularity and success in music industry. In the example presented above, Oprah confesses that she thinks the title King of Pop is too limiting him. Then, she elaborates her thought by explaining that he is not only good at pop genre but also in almost every music genre. Therefore, she would agree with Liz Taylor who said that he is King of pop, rock, and, soul. Another example is as follow:

Micahel :Because **I'm married***[pause]***I'm married to my music** and there has to be that closeness in order to do the kind of work that I want to do.
(45/34:04-34:17)

A surprising statement comes from Michael that has stayed hidden over years from press is when he says that he is married. However, the concept of ‘married’in his utterance is not like what most people would ever think.

Knowing that his statement may cause wrong perception, he repairs his utterance by making an elaboration. According to him, in order to be good at his work, he must be so close to music and therefore he employs the word ‘married’ to explain his closeness to music.

g. Exemplification

Sometimes in speaking, people provide examples to give more detail to a concept they propose. Thus, exemplification becomes one of repair patterns that is often used by the participants in the conversationof the talk show to make their thoughts clearer to their interlocutor. The occurrence of this pattern is nine times. An example is presented in the following datum.

Micahel: It was wonderful. There is a lot of **wonderment in being famous**. *I mean* you **travel the world, youmeet people, you go places**, it’s great.
(06/07:36-07:45)

The datum above shows that Michael is explaining about the benefit he gets for being famous. In order to make his utterance clearer, he provides some examples of the wonderment in being famous. They are including the chances he gets to see the world when he holds some concerts, sees new faces, and goes places. The following example is also showing the use of exemplification pattern.

Michael: Oh, there's a lot of **sadness about my past life**, *you know*.. **adolescence, about my father and all of those things.**
(19/17:13-17:24)

In the exampleabove, Michael is explaining about something that requires examples in order to make the explanation clear and not ambiguous. It has been discussed earlier in the discussion that Michael often feels sad when he was a

child. The sadness comes from many things. Here, he provides examples regarding his sadness in his past life. They are including adolescence and his father who often say bad things to him.

Another example can be seen below.

Michael: I wanted to write another song, you know, that was kinda**exciting and fun and had a rock edge to it**. *You know*, like when I did **Beat It** and **Black or White**.
(69/01:00:45-01:00:56)

Here in this chance, Michael reveals his plan to write a kind of new song that is exciting, fun, and have a rock edge. He mentions some of his songs as examples so that the songs can reflect his thought, i.e. *Beat It* and *Black or White*. As people know, thosesongs are exciting, fun, and have a rock edge.

h. Rewording

This pattern is employed five times in the organization of repair in this investigation. Rewording is a pattern of repair where the repair completer chooses another wordings to explain an already given utterance. This pattern is used when the repair completer believes that the new wording that s/he introduces will be better expressing his thought. However, the meaning is not a subject to change. The following example shows an act of rewording.

Michael:**The more often a person tells you a lie***[pause]* **the more time you hear a lie**, I mean, you begin to believe it.
(25/19:01-19:08)

Michael thinks that his original utterance will be better if it is replaced with new wordings. Therefore, he stops for a second and starts to reword his own utterance. According to Michael, the better version of '*the more often a person*

tells you a lie' is *'the more time you hear a lie'*. Another example is presented in the following conversation.

Michael: You try to be as original as you can be without thinking about statistics, **just you go from the soul and from the heart**.
Oprah : *And so when you think of that what you do, you go, you meditate, you think, well I will now do the Superbowl.*
Michael : No**, I just create out of my heart,** really.
(39/30:17-30:32)

Oprah asks him whether or not he is targeting his success. She wonders if he makes sure that his current success must be followed by another bigger success later and therefore he devotes everything he has into it. Michael quickly denies that perception by saying *'I just go from the soul and heart'*. However, Michael is forced to make a repair since Oprah's perception seems not budge a little. Thus, Michael changes the wordings to *'I just create out of my heart'*.

Michael: That's something that's **private**, *I mean*, it**shouldn't be spoken about openly**.
(43/33:28-33:32)

Being asked about something personal by Oprah, Michael refuses to answer. He says that the thing is "*private"*. To emphasize the meaning, he employs rewording pattern to conduct a repair completion. He changes his choice of wording from 'private' to a longer version of wording, i.e. 'should not be spoken about openly'. Another example is seen below.

i. Other

Besides patterns of repair proposed by Zhang (1998) and Tang (2011), the researcher found two other patterns in the repair investigation in The Oprah Winfrey Show namely completion and repetition. The discussion is as follow.

1) Completion

Completion pattern is employed six times to complete the repairs conducted by the participants in the talk show. Completion is a pattern that enables participants in an ongoing conversation to completean incomplete utterance. The incomplete utterance usually happenseither for the speaker is no longer able to express his thought verballyor the speaker is gaining time to think about the most appropriate word(s) to say. The example is showed below.

Oprah : So you went inside, you became a recluse, and that was on purpose. **Was it to***[pause]***Was it to protect yourself?**
(18/17/16:39-16:54)

In the example above, Oprah is gaining some time to think about the words to complete her question. Oprah is trying to ask Michael regarding his reason to stay hidden from the press for such a long time. When she utters the question '*Was it to…*' she seems not sure to continue her utterance with the words that she has prepared inside her mind. Therefore, she suspends her question, and then completes it later with '*protect yourself*'. A similar case is seen as follow:

Oprah : **Do you think that had you not missed**, *uh*, **the life and fun and fantasy of childhood**that you would be so in touch with children today.
(57/43:29-43:38)

Alike the previous example that shows Oprah suspends her question to gain some time to think until she finally completes her question, in this example, a similar case is seen. Oprah wonders whether Michael will still be in touch with children if he does not miss his childhood life. However, in the example, Oprah experiences trouble to find the word 'life and fun and fantasy of childhood' until she needs to suspend her utterance and completes it after

the long schwa.Another example of completion pattern is seen in the following conversation.

Michael: For myself and the children. Every three weeks we have, terminally ill children **that come to..***uh*..
Oprah : **To the house?**
Michael : Yes, yes.
(49/39:45-39:54)

In Michael's first turn, he seems at loss for wordsand therefore he is not able to finish his utterance. Michael is telling Oprah that once in three weeks he always invites ill children to his house. However, something makes Michael cannot find the word 'the house' that he should say in the end of his utterance. Therefore, he initiates a repair with a long schwa signal.Realizing that Michael needs help, Oprah is ready to help him to complete his utterance by saying "*to the house"*.

2) Repetition

Repetition is another pattern that is categorized in other pattern. The researcher found three repetition patterns used to complete repairs in the investigation. This number is the lowest in frequency. The result is caused by the participants who prefer repeating the problematic words with a little modification than only making a pure repetition. Besides, the reason why this pattern exists is mostly because of mishearing or non-hearing utterance. In fact, in the talk show such cases rarely happen. The occurrence of repetition pattern is seen below.

Michael: We have a magic show, we show the current films, there's cartoon, **anything**..*you know*, **anything**.
(56/43:15-44:00)

One basic purposeof the repair patterns is to emphasize the speaker's utterance meaning. In the example above, Michael repeats his own utterance, i.e. 'anything', not because Oprah mishears his utterance, but because he wants to emphasize his utterance. By simply saying "*anything*", he does not need to provide example of the activities that the ill children do if they are invited to his house. The word 'anything' has already covered all answer. Another example is presented in the following conversation.

Michael: Because **I am happy** with the way things are and my caring for young people and everything.
Oprah: *Are you really happy now? Because you seemed so sad for a long time.*
Michael: I was sad for years and years and years. But **I'm happy**, I'm getting there. Yes, I'm very happy.
(58/43:48-44:02)

In this conversation, Oprah doubts Michael's statement which says that he is happy whereas he confesses all sadness that he feels for being famous during the interview. To answer the question, he explains to Oprah that he is truly sad for a long time but hegradually feels happy. Therefore, he employs of repetition pattern in his repair completion. The last example is served in the following datum.

Oprah : You're 34 years old. **What do you know for sure?**
Michael : *What do I know for sure?*
Oprah : **What do you know for sure?**
(72/01:06:37-01:06:44)

This last sample is taken from the last datum in the investigation of repair in the conversation between Michael and Oprah in *The Oprah Winfrey Show*. Oprah asks Michael about a thing that he knows for sure. Michael initiates a repair by repeating the whole question while gaining time to think of an

answer. In the end, Oprah formally repeats her own question as a repair completion.

The findings of this repair investigation show that both participants in the talk show *The Oprah Winfrey Show* frequently initiate and complete repairs. Each repair must be categorized into one type. Moreover, in conducting a repair, the participants must employ one out of several patterns. In fact, according to the findings in this investigation, there are some patterns of repair which existonly in certain type of repair, for instance, replacement pattern which exists only in self-initiated self-repair.

As explained in the findings, the type of repair which occurs most-often in this investigation is self-initiated self-repair by 55 occurrences out of seventy-two repair occurrences. In accordance to this fact, the existence of all patterns of repair in this type seems plausible. In fact, there are four patterns which exist only in self-initiated self-repair. They are replacement, abandonment, reorganization, and exemplification. These patterns only exist in self-initiated self-repair since they are believed to be the most efficient if employed in this type.

In overall findings, reorganization is the most often employed pattern. Out of seventy-two data, the occurrence of reorganization pattern is 13times. This great number seems normal considering the fact that the participants' mind is often jumbled while arranging a speech.Moreover, reorganization pattern enables the participants to correct their own error by arranging their speech orderly.

Out of seventy-two data, repetition pattern was only employed three times. Repetition is only employed for mishearing reason, or to emphasize meaning. However, the participants' volume in the talk show is loud enough to be heard.As the result, repetition pattern ranks the lowest among other patterns. Furthermore, there are other patterns of repair which is more effective to enable participants to emphasize their meaning. Therefore, this pattern is employed rarely.

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

A. Conclusions

Based on reserach findings and discussion, the conclusions of this research could be drawn as follows:

1. Concerning the first objective of the study, which is to identify the types of repair, there are four types of repair occurred in the talk show *The Oprah Winfrey Show:* aSpecial Episode with Michael Jackson. Theyare self-initiated self-repair, self-initiated other-repair, other-initiated self-repair, and other-initiated other-repair.

Self-initiated self-repair is the most often appearing type in the conversation between Michael and Oprah in *The Oprah Winfrey Show*.It occurs 55 times. This condition seems normal since the participants in the talk show *The Oprah Winfrey Show*are aware of their own-making error in most of the time. Self-initiated self-repair is a type of repair which usually occurs without a discernible (able to be seen) error such as grammatical or syntactic error. In most cases, the error is only inside the speaker's mind. Additionally, other-initiated self-repair is a type of repair which is employed quite often as well. It appears 12 times. This type of repair usually happens for a mishearing, non-hearing, or misunderstanding that is experienced by the interlocutor. Therefore, the interlocutor as other party demands a clarification from the

speaker. Since those kind of problems commonly occur in a real conversation, the quite big number of occurrence of this type seems normal.

Unlike self-initiated self-repair and other-initiated self-repair which have a significant number of occurrence, the other two types are only having a small number of occurrence. Other-initiated other-repair is a type of repair in which both repair initiation and completion are done by other party. It occurs three times. This type of repair is usually employed by other party to make sure that s/he interpretsthe speaker's utterances correctly. Meanwhile, self-initiated other-repair is ranked the lowest since it only appears twice. This type occurs because the speaker is at loss for words and needs an assistance from his speaking partner. In fact, the participants in the talk show *The Oprah Winfrey Show* seem ready to have such conversation and also master the topic of the conversation. Therefore, the chance for self-initiated other-repair type to occur is limited.

2. Regarding the second research question, which is to identify the patterns of repair presented by the participants in the talk show *The Oprah Winfrey Show:* aSpecial Episode with Michael Jackson, there were ten patterns. Theyare replacement, modification, abandonment, reorganization, specification, elaboration, exemplification, and rewording. Besides, there are other patterns of repair, i.e. completion and repetition.

In accordance with the great number of occurrence of self-initiated self-repair, reorganization becomes the most often employed pattern in *The Oprah Winfrey Show*. Reorganization pattern is a repair completion pattern which is

used only in self-initiation self-repair type. Out of 72 repair completion, this pattern is employed 13 times. Reorganization pattern is closely related to self-initiation self-repair type sincein both structure of reorganization and self-initiated self-repair, the trouble maker is the one who fixes the error. This result seems plausible since the information delivered by the participants intheir long speeches during the talk show wasoften not properly arranged. In order to deliver the message of their speech orderly, reorganization pattern was best employed. Meanwhile, the rest of other patterns had a slight difference in term of the number of occurrence. Generally, the aim of every pattern is to make a problematic utterance clearer than before. All patterns are possible to be used in every condition. In fact, the choice of the repair completer is what creates these number of occurrence from the highest to the lowest in series: elaboration (10 times), abandonment (9 times), exemplification (8 times), replacement(7 times), completion and specification (6 times), modification and rewording(5 times),and repetition (3 times).

B. Suggestions

Considering the results of the research which have been derived, the researcher offers some suggestions as follow:

1. to the students of English Department and other researchers

The principal use of language is reflected in conversations. Therefore,many research on language study have been devoted to conversation analysis. The students majoring in linguistics are supposed to

learn conversation analysis more seriously since there is still a huge portion in conversation analysis study that awaits to beanalyzed.

2. to the readers

This study shows that the phenomena of repair frequently happen in people's daily conversation. In this research, the talk show reflects a real life conversation. From the result of this study, readers will recognize how the phenomena of repair occur in everyday conversation. Besides, readers will recognize theirtypes and patterns as well.

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Appendix 1. Types & Patterns of Repair Presented by the Participants in *The Oprah Winfrey Show*

SISR: Self-initiation self-repair
SIOR: Self-initiation self-repair
OISR: Other-initiation self-repair
OIOR: Other-initiation other-repair
01/04:32-04:41 a Number of the Data/Time

RE: Replacement
MO: Modification
AB: Abandonment
RG: Reorganization

CO: Correction
SP: Specification
EL: Elaboration
EX: Exemplification

RW: Rewording
RS: Restructuring
Ot: Other (completion, repetition)

No	Code	Conversation	Types of Repair				Patterns of Repair										Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
1.	01/04:33-04:38	Oprah: **How nervous are you?** Michael: *How what?* Oprah: **How nervous are you right now?**			√			√										Michael initiates a repair because of a non-hearing utterance. Then, Oprah repairs her utterance by repeating her question with a little modification. Therefore, this repair belongs to other-initiation self-repair type and modification pattern.
2.	02/05:12-05-20	Oprah: When we **watching** the, I was watching you in the background there, **watching** you in the video of the early years. Did that bring back memories for you?	√							√								Oprah re-uses the word 'watching' to complete her pre-question sentence for Michael. She repairs her own utterance by reorganizing it.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
3.	03/05:40-05:45	Michael: Yeah, **cause** James Browns.. **I think** James Brown is a genius.	√				√											Michael makes repair in his utterance by replacing the word 'cause' with 'I think' to emphasize that he conveys his personal opinion.
4.	04/06:44-07-05	Michael: Well, on stage for me was home. I was most comfortable on stage but once I got off stage, **I was like, very sad.** Oprah: *Sad from the beginning, sad since it first started, sad?* Michael: **Lonely, sad, having to face popularity and all that.**			√								√					The word 'sad' uttered by Michael is considered problematic by Oprah. Therefore, she initiates a repair to get more understanding regarding Michael's word. Then, Michael repairs his utterance by giving detail explanation to the word 'sad'.
5.	05/07:22-07:35	Oprah: So it wasn't what it appeared to be to the rest of the world, **all of us** *[pause]* **I remember I was a little black child, wanted to marry Jackie Jackson, your brother, so I mean to all of us** we thought this was the most wonderful thing in the world, who wouldn't have wanted that life?	√											√				It belongs to self-initiation self-repair type and exemplification pattern. Oprah stops her utterance to provide an example regarding her statement. She makes herself as the representative of the people who think that Michael's life is wonderful.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
6.	06/07:36-07:45	Micahel: It was wonderful, there is a lot of **wonderment in being famous**. *I mean* **you travel the world, you meet people, you go places, it's great.**	√											√				Michael feels that it is necessary for him to provide some examples of 'wonderment in being famous' so that his utterrance is clear enough to be understood by the audience.
7.	07/07:46-07:55	Michael: But then there's **the other side**, which I'm not complaining, **lots of rehearsal and you have to put in a lot of your time, give of yourself.**	√										√					In this self-initiation self-repair, Michael explains what he means by the other side more specifically.
8.	08/07:56-08:15	Oprah: **Do you feel** *[pause]* **I talked with Susan de Passe the other day,** and Susan de Passe worked with you at Motown and really groomed you all and found the outfits for the Ed Sullivan Show. We talked about whether or not it was really lost, was it?	√						√									Initially, Oprah is going to ask Michael a question. However, in the middle of her question, she chooses to abandon and repair it by starting a new sentence.
9.	09/10:44-10:55	Michael: Well, you don't get to do things that **other children get to do**, *you know* , **having friends and slumber parties and buddies.**	√											√				Here, Michael repairs his utterance by providing samples of what children in his age usually have. They are including having friends and parties.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
10.	10/11:02-11:17	Oprah: **Was there** ever.. because you know children - because I remember talking to myself and playing with my dolls.. **was there**.. and I think every child needs a place to escape into, a child's world, a child's imagination, **was there** ever a time you could do that?	√							√								The word 'was there' is repaeted three times in this self-repair. Oprah is going to ask a question to Michael, but she needs to reorganize her question several times to make it a good question.
11.	11/11:50-11:57	Oprah: **Did you feel** *[pause]* **Smokey Robinson said this about you,** and so have many other people, that you were like an old soul in a little body.	√						√									Oprah's first utterance is abandoned by herself when she decides to make a repair by starting a new sentence.
12.	12/14:26-11:38	Oprah: **So** *[pause]* let's go back to when you were growing up and feeling all of this, well, I guess it's a sense of anguish, I guess, **so** there was no one for you to play with other than your brother's, you never had slumber parties?	√							√								Reorganization pattern is clearly seen in this self-initiation self-repair when the word 'so' is re-used.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
13.	13/14:40-14:52	Oprah: So I'm wondering for you, being this cute little boy who everybody adored and **everybody who comes up to you,** *you know*.. **they're pulling your cheeks** and **"how cute"**, how adolescence affected you.	√											√				Oprah provides some samples of act that people usually do when meeting their idol. The acts including pulling cheeks and saying "how cute".
14.	14/14:53-14:59	Oprah: I'm wondering when you started to go through adolescence having been **this**, *you know* .. this **child superstar.**	√									√						In the end of her utterance, Oprah says 'this' which has no clear reference. Therefore, she repairs her utterence by giving a clear reference to the word 'this'.
15.	15/15:00-15:11	Oprah: **Did that have** a *[pause]* **was that** a particularly difficult time for you?	√				√											When producing a question, Oprah chooses a wrong question word. So, she replaces the initial question word with another.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
16.	16/15:40-15:56	Michael: Yes, and I had pimples so badly it used to make me so shy, I used not to look at myself, I'd hide my face in the dark, I wouldn't want to look in the mirror and **my father teased me** and I just hated it and I cried every day. Oprah : *Your father teased you about your pimples?* Michael : **Yes and tell me I'm ugly.**			√			√										Michael mentions that his father used to tease him, but it is still ambiguous. Since Oprah feels unsure about her understanding, she initiates a repair. Michael repairs his utterance with a little modification.
17.	17/16:07-16:18	Oprah : **Are you angry with him for doing that?** I think that's pretty cruel actually. Michael : *Am I angry with him?* Oprah : **Because adolescence is hard enough without a parent telling you that you're ugly.**			√								√					Since Michael feels unsure about Oprah's question, he initiates a repair by re-uttering the problematic words. Then, Oprah repairs it by giving detail explanation regarding her question.
18.	18/17/16:39-16:54	Oprah: So you went inside, you became a recluse, and that was on purpose. **Was it to** *[pause]* **Was it to protect yourself?**	√														√	This repair belongs to other pattern, i.e. completion. In the middle of delivering a question, Oprah pauses to think. A moment later, she repairs her utterance by uttering the same utterence and completing it.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
19.	19/17:13-17:24	Michael : Oh, there's a lot of **sadness** about my past life, *you know*.. **adolescence**, **about my father and all of those things.**	√											√				In his self-repair, Michael provides samples of sadness that he has just talked about. They are such as adolescence and father-son relationship matter.
20.	20/17:13-17:26	Michael : Oh, there's a lot of sadness about my past life, you know.. adolescence, about my father and all of **those things.** Oprah : ***So he would tease you, make fun of you.*** Michael : Yes.				√						√						Michael's words 'those things' have no clear reference. For such reason, Oprah initiates and completes a repair at once by giving a clear reference to the words.
21.	21/17:27-17:29	Oprah : **Would** he *[pause]* **did** he ever beat you?	√				√											In this repair, Oprah changes her choice of question word from 'would' to 'did'.
22.	22/17:40-17:43	Michael : He **saw** me *[pause]* he **wanted** me ...	√				√											Michael makes a repair in his utterance by replacing the word 'saw' with 'wanted'.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
23.	23/17:40-17:58	Michael: **He saw me.. he wanted me** *[pause]* **I guess I don't know if I was his golden child or whatever it was,** some may call it a strict disciplinarian or whatever, but he was very strict, very hard, very stern. Just a look would scare you, you know.	√						√									After making a few mistakes while talking in confusion, Michael finally decides to abandon his uterrance and starts a completely different one.
24.	24/18:30-18:44	Oprah: But **can you really forgive**, I said this so much all the time, **can you really forgive** if you haven't gotten angry?	√							√								The question 'can you really forgive' appears twice because Oprah repairs her utterance by reorganizing it. She re-uses a constituent in her utterance at least once.
25.	25/19:01-19:08	Michael: **The more often a person tells you a lie**, **the more time you hear a lie**, I mean, you begin to believe it.	√												√			Michael makes a repair by rewording his utterance. The purpose of this repair is to make his utterance accepted more easily.
26.	26/19:30-19:37	Michael: **That** is so crazy, *I mean* it's **one of those tabloid things**, it's completely made up.	√									√						The word 'that' which is uttered by Michael is considered ambiguous. So, he repairs his own utterance by mention a specific story, i.e. the ones in tabloids.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
27.	27/22:38-22:49	Oprah: Just recently, **there was a story** *[pause]* I know one of your attorneys held a news conference, **there was a story** about you wanting to have a little white child to play you in a Pepsi commercial.	√							√								Oprah tries to repair her utterence by reorganizing it. It is showed from the fact that there is a constituent that is re-used.
28.	28/23:21-23:30	Oprah: Okay, then let's go to **the thing** that is most discussed about you I think. **The fact that the color of your skin is obviously different than when you were younger.**	√									√						A specific reference needs to be provided in order to clear the assumptions regarding the words 'the thing'. Therefore, Oprah repairs her utterance directly.
29.	29/23:46-23:54	Michael: Number one, **there** *[pause]* as I know of, **there** is no such thing as skin bleaching, I have never seen it, I don't know what it is.	√							√								In this repair, Michael reorganizes his utterance for he feels afraid that his understanding may be false.
30.	30/24:22-24:32	Michael: **What about all the millions of people,** let's reverse it, **what about all the millions of people** who sits out in the sun, to become darker, to become other than what they are, no one says nothing about that.	√							√								Michael reorganizes his utterance because he needs to insert an important constituent before he delivers his primary message.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
31.	31/24:32-24:36	Oprah: So when did **this** start, when did your *[pause]* when did **the color of your skin start to change**?	√									√						The reference of the word 'this' uttered by Oprah in her first utterance is the change of Michael's skin.
32.	32/24:38-24:43	Michael: Oh boy, **I don't** *[pause]* **sometime after Thriller,** around Off the Wall, Thriller, sometime around then.	√						√									Michael seems unsure about the moment when his skin started to change. While he was trying to tell Oprah, he keeps thinking until he finds the answer. Therefore, he abandons his first utterance.
33.	33/25:41-25:52	Michael: Let's say this, if you want to know about **those** things *[pause]* **all the nosey people in the world**, read my book Moonwalk, it's in my book.	√									√						Michael repairs his utterrance to specify the word 'those'. It has a clear reference 'people who had their nose done'.
34.	34/26:32-26:44	Michael: They go too **far**, *I mean* **crazy**. But this is stuff that happens every day with other people.	√				√											To emphasize his utterance, Michael makes a repair by replacing 'far' with 'crazy'.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
35.	35/26:44-26:47	Oprah: Are you pleased now with **the way you** *[pause]* **the way you look?**	√														√	The repair belongs to other pattern namely completion. Oprah seems unsure with her choice of diction So, she pauses her question and then she starts again by completing it.
36.	36/26:55-27:02	Oprah: **Do you** *[pause]* **are there days when you say I kinda like this or I like the way my hair ...**	√						√									There is no point that can be taken from Oprah's first utterance because she decides to abandon it and starts a new one.
37.	37/27:16-27:34	Oprah: I have to ask you this, so many mothers in my audience have said to please ask you this question. **Why do you always grab your crotch?** Michael: *Why do I grab my crotch?* Oprah: **Yeah.. You think you've got a thing with your crotch going on there.**			√								√					Michael initiates a repair by repeating Oprah's question while thinking. He probably does not have an answer for such question. However, as a host, Oprah tries to elaborate her question so that Michael can understand her question easily.
38.	38/30:03-30:17	Michael: Oh gee, **that is something**, *um,* **it makes it harder each time to follow up**.	√						√									Michael chooses to abandon his first utterance while answering Oprah's question regarding his achievement and popularity.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
39.	39/30:17-30:32	Michael: You try to be as original as you can be without thinking about statistics, **just you go from the soul and from the heart.** Oprah : *And so when you think of that what you do, you go, you meditate, you think, well I will now do the Superbowl.* Michael : No, **I just create out of my heart, really.**			√										√			Michael says that he does his job sincerely. For Oprah, it is still doubtfull. Therefore, she initiates a repair. Then, Michael clarifies his intention by rewording his utterance in his first turn.
40.	40/31:09-31:21	Oprah: I frankly think that king of pop is probably too **limiting a title** for you.. *I mean I think that most of the world would agree* that **you no doubt one of the greatest entertainers the world has ever seen.**	√										√					According to Oprah, Michael's title 'The King of Pop' is not suitable for him because Michael is not only good in pop genre but also in almost every genre including rock and soul.
41.	41/32:55-33:01	Michael : **Yeah**, (I've ever been in love) Oprah : *With Brooke Shields?* Michael : **Yes, and another girl.**			√			√										Oprah feels that Michael's utterance is not informative enough. Therefore she initiates a repair and then Michael completes the repair with a little modification.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
42.	42/33:14-33:28	Michael: **I'm a gentleman.** Oprah: *You're a gentleman?* Michael: I'm a gentleman. Oprah: **I would interpret that to mean that you believe that a lady is a lady and therefore..**				√							√					In this repair Oprah feels that Michael's utterance is ambiguous. She initiates a repair, but Michael's answer is not satisfying. Finally, she tries to repair it herrself.
43.	43/33:28-33:32	Michael: That's something that's **private,** *I mean* , **it shouldn't be spoken about openly.**	√												√			In order to emphasize his intention, he employs rewording pattern to repair his own utterance.
44.	44/33:32-33:43	Michael: **You can call me old fashioned if you want, but, you know I mean that's very personal.** Oprah: *So, you're not going to answer it?* Michael: **I'm embarrassed.**			√										√			Michael's indirect answer makes Oprah initiates a repair to make sure that he really is is not going to answer her question. Then, he makes it clear by rewording his utterance.
45.	45/34:04-34:17	Micahel: Because **I'm married**. **I'm married to my music** and there has to be that closeness in order to do the kind of work that I want to do.	√										√					Michael says that he's married although everyone knows that he is actually not. Therefore, he repairs his utterrance by doing elaboration.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
46.	46/34:17-34:28	Oprah: **What kind of woman makes you**.. *um*.. in the video we're going to see later, we premier the world video, there's a line where you talk about being quenched, so **what kind of person does that for you?**	√							√								Oprah delays her question to insert a preface for her question. At last, she re-uses her first utterance to make her question completes.
47.	47/34:42-34:49	Michael: Me and my brother stayed with her for years and **always** *[pause]* I never said, but I **always** had a crush on her.	√							√								In this repair, Michael initiates and completes his own repair.He employs reorganization pattern since the word 'always' is re-used.
48.	48/37:07-37:13	Oprah: And **what is it**, I am going to ask Michael this question later on, but, **what is it you most want the world to know about him?**	√							√								Oprah asks Liz about the thing that she wants the world to know about Michael. However, she needs to reorganizes her utterance because she wants to inform Liz that the question will be asked to Michael as well.
49.	49/39:45-39:54	Michael: For myself and the children. Every three weeks we have - terminally ill children that **come to..** *uh*.. Oprah: **To the house?** Michael: Yes, yes.		√													√	This repair belongs to other pattern, i.e. completion. Michael is at loss for word in the middle of his turn. So, Oprah repairs his utterance by helping him completing his utterrance.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
50.	50/40:04-40:12	Oprah: What I have to say is, **these are** *[pause]* as I was talking to some kids that were here, **these are not just grandma rides here.**	√							√								Oprah reorganizes her utterance in order to insert an important information before her main message.
51.	51/40:12-40:20	Oprah: These are **some major rides**. *I mean* the **Sea Dragon, the Ferris Wheel**, and there's that **Zipper** over there.	√											√				Oprah stands in front of Michael's amusement park and tries to give samples of rides that exist there.
52.	52/40:12-40:21	Oprah: These are some major rides. I mean the Sea Dragon, the Ferris Wheel, and there's that Zipper over there, **and the..** *Uh.*. Michael: **The Wipeout.**		√													√	This repair belongs to other pattern, i.e. completion. While mentioning some major rides at Michael's amusement park, Michael makes a repair to help her completing it.
53.	53/40:39-41:01	Oprah: So now you are **fulfilling all those fantasies**. Michael: ***To compensate*** , yes.				√											√	This repair is categorized into other pattern called completion. It is true that Michael builds an amusement park of his own to fullfil his fantasy when he was a boy. However, Oprah forgets to explain the purpose why he was doing it. Therefore, Michael repairs Oprah's until it reflects his complete thought.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
54.	54/41:24-41:28	Oprah: **Did you** *[pause]* **What's fascinating to me about you is that obviously you have this childlike aura.**	√						√									Firstly, Oprah wants to form a question. However, in the middle of her turn, she abandons it.t Then, she decides to make a sentence instead.
55.	55/41:47-41:55	Michael: I love to do things for children and **I try to imitate Jesus** *[pause]* and **I am not saying I am Jesus**, I'm not saying that.	√												√			To avoid misperception from audience, Michael tries to express his thought in another wording.
56.	56/43:15-44:00	Michael: We have a magic show, we show the current films, there's cartoons, **anything..** *you know,* **anything.**	√														√	The repair pattern employed in this repair belongs to other pattern namely repetition. The word 'anything' as a single constituent is re-used in this self-repair to emphasize the meaning.
57.	57/43:29-43:38	Oprah: Do you think that **had you not missed**, *uh,* **the life and fun and fantasy of childhood** that you would be so in touch with children today?	√														√	Completion which belongs to other pattern is employed in this repair. Oprah pauses her utterance to gain some times to think about a precise words to say. After that, she continues her utterance with a complete message.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
58.	58/43:48-44:02	Michael: Because **I am happy** with the way things are and my caring for young people and everything. Oprah: *Are you really happy now? Because you seemed so sad for a long time.* Michael: I was sad for years and years and years. **But I'm happy,** I'm getting there. Yes, I'm very happy.			√												√	Repetition which belongs to other pattern is once again employed in this repair. Michael has to repeat his utterance in his second turn since Oprah doubts his statement.
59.	59/44:15-44:24	Micahel: We're doing Heal L. A., **which is** *uh,* **we have three primary goals in mind**: immunization of children, mentoring-a big sister, big brother program, and education in drug abuse.	√						√									The first constituent used to describe Heal L.A. is abandoned by Michael since he finds more suitable words to describe it.
60.	60/44:25-44:33	Michael: Jimmy Carter has teamed up with us to do Heal Atlanta and **we're going to go from state to state healing,** *you know,* we've gone to **Sarajevo**, we've done **lots of places**.	√											√				In his repair, Michael provides samples regarding places that have been visited by his foundation which aim is healing people.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
61.	61/44:54-45:11	Oprah: **How did you**, first of all, you know we've spent so much time trying to dispel the rumors, trying to get the truth out that I haven't really had an opportunity to talk to you about how you conceive your music, how you conceive the dance. **Where did the Moonwalk come from?**	√						√									Oprah abandons her first form of question after inserting preface for her question. The datum shows that she finally creates a brand new question.
62.	62/46:24-46:30	Oprah: Yeah! And **when you are**, for instance, **when we were** here before to shoot that commercial, you were preparing for the Superball.	√				√											In this self repair, Oprah replaces the subject in her first utterance with a more suitable subject.
63.	63/47:32-47:34	Oprah: **You wanted to**, you felt so good, **you probably wanted to say**- (imitating Michael) HEH-HEH!	√							√								Oprah reorganizes her utterance to repair it because she needs to insert a constituent before her primary utterance.
64.	64/47:42-47:45	Oprah: **"Who is It"** *you know* do **that whole little beat thing**, since we're here in the theater.	√										√					The music in Michael's song entitles "Who is It" is beat. Oprah tries to repair her utterance by doing elaboration regarding the music genre in "Who is It".

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
65.	65/50:42-50:51	Oprah: We went to break there was because music videos used to just be **you**, used to just be **people** singing their song until you came along and changed music videos.	√				√											Oprah replaces a word in her first utterance with the correct one because of a slip of tongue.
66.	66/51:20-51:29	Oprah: I wonder **what it feels like**, I will never know since I cannot sing one thing, but, **what it feels like** to be on stage with a sea of people, a sea of people.	√							√								Oprah is reorganizing her utterance to make repair. She does that because she needs to insert an important sentence before her already-uttered-sentence.
67.	67/53:44-53:54	Oprah: Are you very **spiritual?** Michael: *In what sense?* Oprah: I mean, **do you meditate? Do you understand that there's something bigger than yourself at work here?**			√								√					Since Michael finds that Oprah's question is problematic, he initiates a repair. Then, Oprah clarifies it by giving detail explanation regarding her question.
68.	68/01:00:45-01:00:52	Michael: I wanted to write **another song**, *you know* , **that was kinda exciting and fun and had a rock edge to it**.	√										√					Michael employs elaboration pattern in completing his repair. He provides detail explanation regarding the song that he means by 'another song'.

No	Code	Conversation	Types of Repair				Patterns of Repair											Explanation
			SI		OI		RE	MO	AB	RG	CO	SP	EL	EX	RW	RS	Ot	
			SR	OR	SR	OR												
69.	69/01:00:45-01:00:56	Michael: I wanted to write another song, you know, that was **kinda exciting and fun** and had a rock edge to it. *You know* , like when I did **"Beat It"** and "**Black or White**".	√											√				This repair is a continuation of the earlier repair. After explaining what he means by 'another song', this time Michael provides example of the kind of song that he wants to create.
70.	70/01:06:04-01:06:08	Oprah: What do you **want** *[pause]* **want most** the world to know about you?	√					√										When delivers a question, Oprah pauses to insert an extra constituent in her question.
71.	71/01:06:04-01:06:13	Oprah: What do you want, want most-**what do you want the world to know about you most?** Michael: *Like to be remembered for?* Oprah: **Not to be remembered for, what about for now?**			√			√										Michael initiates a repair before answering Oprah's question for he is not sure with his interpretation regarding the question. Then, Oprah repairs her own question by explaining the same question with a little modification.
72.	72/01:06:37-01:06:44	Oprah: You're 34 years old. **What do you know for sure?** Michael: *What do I know for sure?* Oprah: **What do you know for sure?**			√												√	The pattern of this other-initiation self-repair belongs to other pattern called repetition. The speaker employs this pattern in order to gain some times to think.
Total			55	2	12	3	7	5	9	13	0	6	10	8	5	0	9	

Appendix 2. ***Surat Pernyataan Triangulasi***

SURAT PERNYATAAN TRIANGULASI

Yang bertandatangan di bawah ini, saya

Nama	: Ahmad Munir
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Program Studi	: Bahasa danSastraInggris
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menyatakan bahwa saya telah melakukan triangulasi data pada karya ilmiah (skripsi) dari mahasiswa

Nama	: Nadya Sivanya Rheisa
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Yogyakarta, 9Juni2014

Triangulator,

Ahmad Munir

SURAT PERNYATAAN TRIANGULASI

Yang bertandatangan di bawah ini, saya

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menyatakan bahwa saya telah melakukan triangulasi data pada karya ilmiah (skripsi) dari mahasiswa

Nama	: Nadya Sivanya Rheisa
NIM	: 10211141038
Program Studi	: Bahasa danSastraInggris
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