

CHAPTER II

LITERATURE REVIEW AND CONCEPTUAL FRAMEWORK

A. Literature Review

First of all, this chapter explains about the theories which are deployed in doing the research. The theories consist of the topic of conversation analysis and the other topics in conversation analysis including sequence organization, turn-taking, adjacency pairs, and repair.

1. Conversation Analysis (CA)

Conversation is done every day by people to communicate the purpose of its goal. There are several definitions which are said by some linguists about what conversation analysis is. Conversation analysis according to Yule (1996: 71) can be described as the workings of market economy where there are several factors that influence it in its processes. Furthermore, several terms are also used to draw the process that occurs in a conversation, such as *floor* which means the right to speak, and control in a conversation called as *turn-taking*. In a conversation, there is also a competition among the speakers which is not realized by them to control the floor.

In line with Yule's statement regarding people's tendency to fight the position in a conversation, Sack stated that to achieve a certain interactional effect in a conversation, people employ a conversation itself in a particular context (Sack via Liddicoat, 2007:4). It is clearly explained that people are competing the floor for achieving a certain context in the

conversation. Conversation analysis is working to reveal the phenomena that initiate the utterances that are spoken by the speakers as a floor's handler. In the book of *An Introduction to Conversation Analysis*, it also states that:

“Conversation analysis concerned with identifying patterns of action, identifying instances of action through unmotivated looking and then moving to establishing collections of similar actions is an effective way of examining regularly occurring patterns.” (Liddicoat, 2007: 10)

According to Liddicoat's statement regarding the conversation analysis approach, it can be concluded that in the conversation analysis, the researcher could identify the patterns of action, the examples of action, and the reasons why the speakers are doing certain patterns many times.

Conversation analysis as one of the studies which concerns about the analysis of talk among the speakers has a wide scope. The scope itself including sequence organization, turn-taking, adjacency pairs, and repair.

In doing a conversation, certainly there is a sequence which arranges the process of conversation, namely sequence organization. According to Cutting (2002: 29), the term sequence is defined as a stretch of utterances or turn. Stretch here means that there are parts which build the arrangement including pre-sequences, insertion sequences, opening, and closing sequences. Next, another topic in conversation analysis is turn-taking. Turn-taking as stated by Yule (1996: 72) is a situation in a conversation where a floor can be controlled by anyone. Here, people have the same right to speak. In a conversation, it is also found a pair of utterances that build a good conversation. It is called as adjacency pairs.

Yule (1996: 77) says that in a conversation, there are many almost automatic patterns which appear. For example, when people do their greetings, the interlocutors have already had the answer in their mind.

In the next discussion, the researcher is going to discuss repair in advance. The discussion regarding repair includes some explanations about types, patterns, and factors that initiate a repair.

2. Repair

In the middle of the conversation, people tend to revise the utterances because of several reasons. In a conversation, the phenomena called as **repair**. Repair is not simply defined as the correction of error by the speakers. If a repair appears in the conversation, it is beneficial to note that the speakers are facing the conversational problems (Lidicoat: 2007, 172).

a. Terminology of Repair

Repair analysis is particularly divided into two in terms of the repaired segment and repairing segment. Repaired segment refers to the *trouble source* where its part needs to be repaired as stated by Shcegloff, Sacks, and Jefferson via Liddicoat (2007: 171). The following is one of the examples of repair proposed by Goodwin and Goodwin (2012).

- Mom : Did Miss Cohcran tell us the good things that you expected her to tell us? (*looking over report card in front of seat*)
- Leslie : Uh, yeah,
- Mom : See, Miss Cohcran's a highlighter. **She put - She highlights** (*reads from report card*) "A pleasure to have in class".

In the example, Leslie and her mom are talking about her report card. Her mom makes an error in her utterance by abandoning her previous words because she seems choose the wrong constituent to say. Here, Leslie's mother initiates a trouble and solves it right away in the conversation. Another repair example also can be seen in the following example.

A: Oh, **Sarah's brother won the competition.**

B: *Who?*

A: **Sarah's brother.**

In the conversation, because of the unheard utterances, the interlocutor cannot directly respond the utterance. It causes the first speaker to repair the previous utterance by saying the information that is looked for by the interlocutor. Here, the interlocutor is *the other* who initiates the repair called as other-initiated. He said the question *Who?* which makes the speaker should respond to the question. Furthermore, the speaker is the one who solves the problem by presenting the information needed by the interlocutor, and this situation is called self-repair. The example above is the example of other-initiated self-repair, one of the types of repair.

Another significant term in repair analysis is called repairing segment. Repairing segment refers to the segment of utterance that repairs the trouble source. In other words, repairing segment is the segment which contains the information that is missing in the previous conversation. Taken from the previous example, the repairing segment is *Sarah's*

brother. It is the information which is needed by the speaker in the conversation.

b. Types of Repair

Levinson (1983: 340) mentions that according to Schegloff, Jefferson, and Sacks there are four types of repair including self-initiated self-repair, other-initiated self-repair, other-initiated other-repair, and self-initiated other-repair. Self-initiated refers to the repair that is made by the speaker him/herself, meanwhile if the repair is made by another person, it is called as other-initiated. As cited in Roberta (1987: 14-16) repair procedures are grouped in two separate classes: self-repairs, those in which the problematic item is produced and corrected by the same interlocutor; and other-repairs, in which the problem is addressed by a participant other than the one who has produced it. The description of each definition can be seen below.

1) Self-initiated self-repair

In a self-initiated self-repair, the trouble source is the speaker him/herself and he/she repairs it. Here, the speaker corrects his/her utterance which likely contains the right information for the interlocutors, such as in the utterance “His birthday is celebrated on **June** [pause] on **July**.”

From the example, it can be seen that the speaker becomes the trouble source. He/she pauses his/her words after he/she said the word *June*. Here, he/she already initiated the problem in his utterance by himself.

After initiating the problem, he/she also becomes the one who solves the problem by saying the word *July*. The word *July* here has a function as repairing segment for replacing the previous word used.

The problem is placed in the information which is delivered by the speaker. It makes he pauses the utterance for a while because he feels uncertain. Actually, if he said *June* there is nothing problematic. However, he then changed it to *July* to give the interlocutor the right information about it.

2) Self-initiated other-repair

The trouble source in self-initiated other-repair is made by the speaker in the conversation, but the interlocutor is the one who resolves the problem as stated by (Chaika, 1982: 87) that 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. The situation is also found in this type of repair. The example below illustrates the 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.

(Rheisa, 2014: 48)

In the conversation, it can be seen that Michael gets blank ideas in the middle of talking. For that reason, Oprah then helps him to complete his utterance by providing the answer. Here, Michael initiates a trouble while Oprah as his interlocutor solves the problem in the conversation.

Another example of self-initiated other-repair is also presented in the following discussion.

- A : Korean government has a scholarship program for foreign students; the name of the program is **KG..... What is that? I suddenly forget it.**
 B : **KGSP, Korean Government Scholarship Program.**

There are two participants involve in the conversation above. A as the speaker is having the difficulty to find the abbreviation he/she is going to say. Then A says *What is that? I suddenly forget it* as a repair initiation. It signals that A needs his partner help to find the words. B as A's partner responds him/her by giving the necessary information. Here, A initiates a repair while B is the party who resolves the repair. The example above is named as self-initiated other-repair

3) Other-initiated self-repair

People sometimes should deal with the trouble in a conversation including mishearing and misunderstanding about what is said the partner of speak. In this case, it may cause the other-initiated self-repair where the interlocutor causes the repair completion which is done by the speaker. The following is the example of other-initiated self-repair.

- A : Hey the first time they stopped me from selling cigarettes was this morning.
 B : **From selling cigarettes?**
 A : **From buying cigarettes.** They said *uh*.
 (Schegloff via Liddicoat, 2007: 174)

In the case above, B causes a trouble by saying 'from selling cigarettes?' then A as the speaker solves the trouble by answering A's question. B proposes the question in order to prevent a misunderstanding

which can occur in the conversation. Here, A gives B the information which is needed. A similar case also can be seen in the following example.

A: When should we collect the paper?

B: **What?**

A: When should we collect the paper?

In the conversation, it illustrates other-initiated self-repair where A as the speaker supposed to say the same thing twice to resolve the problem initiated by B as the interlocutor. B asks *What?* which causes A must give the same information. Here, B initiates repair by asking the information to A. Then, A provides the information needed as an action to solve the problem.

4) Other-initiated other-repair

The last type is other-initiated other-repair where the interlocutor notices the problem and revises it for the speaker. The subsequent conversation illustrates other-initiated other-repair.

A: The latest iPhone product is fantastic, but **iPhone 6** is expensive.

B: You mean **iPhone 7**, don't you? The latest product is iPhone 7.

As the speaker, A does not realize that he/she makes an error about the information he/she said. B as the interlocutor notices the error and then resolves it right away. The interlocutor revised the word **iPhone 6** because it is wrong considering that the latest product of iPhone is **iPhone 7**.

Unlike the other types of repair, the initiation is absent in other-initiated other-repair. Sometimes, the trouble source cannot be noticed before the interlocutor B replaces the repaired segment with the repairing segment.

Comparing with self-initiated self-repair where the speaker tends to pause the utterance for signaling the initiation. In other-initiated other-repair, it is hard to find it.

c. Patterns of Repair Completion

Zhang in 1998 and Tang in 2011 proposed 10 patterns of repair completion in totals. The patterns are classified in the further discussion below:

1) Replacement

Replacement is a pattern in which the speaker changes one word in the previous utterance with the new one. The speaker changes it to make the utterance more appropriate with the context. The speaker adjusts the interpretation but still tries to maintain the previous structure, for example in “The data **shows, proves** the hypothesis is true.”

The speaker substitutes the word *shows* to *proves* for adjusting the context of the utterance. Actually, the word *shows* can be used for completing the utterance. However, the speaker adjusts it to make it more suitable with the purpose of the utterance.

2) Modification

As its name suggest, modification is done by modifying the utterance by adding more information about the utterance. It can be seen in “I think we will compile the task in **short time, very short time.**”

The speaker adds the adverb *very* to give an explanation that the task should be compiled in a very short time. Here, the speaker inserts a new constituent to modify the previous information. The new constituent has a

function to revise the old utterance. The speaker initiates and solves the repair by modifying or altering the constituent that is needed to be changed.

3) Abandonment

Abandonment is aiming to discard the old part of utterances and entirely change it with something new. There is a part neglecting in this following example “**You know it is good if -- Why don’t we talk about something else?**”

The illustration shows how the speaker abandons the previous expression. Then, he starts to create new utterance. In a conversation, sometimes people just would like to leave a certain information or topic behind and produce another topic to talk about.

4) Reorganization

In a repair, reorganization means to rearrange the syntactic pattern of the previous utterance. The example below illustrates how reorganization found in a conversation.

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)

In a daily conversation, sometimes a speaker is unable to arrange the pattern correctly. It is caused by some factors which make the organization turns out disorderly. The example above shows that a reorganization pattern occurs. The speaker says incomplete information in his utterance. However, in

the end, the speaker reorganizes all of the utterances to make it complete and his partner can get all of the information.

5) Correction

In correction, the speaker is doing a repair in order to adjust the phonemic or morphemic, here what matters are the corrections on how the speaker mispronounce or misapply some words in their utterances. Then, he/she changes it to make it correct, as in the utterance “The recruitment /'spes.i.fai /, /,spes.i.fi'kei.f ə n/ is really hard.

The speaker changed the way he pronounces /'spes.i.fai / to /,spes.i.fi'kei.f ə n/. The correction occurs because the speaker mispronounces the word. He/she adjusts it by replacing the old way to pronounce the word.

6) Specification

Specification is used to specify the utterance in order to make a clearer utterance. Kitzinger (2013: 245) provides an example of specification. Here is the example “There’s rumors going around school you know like crazy. People on their floor think that **we** are having an affair, **the three of us.**”

In a conversation, a speaker should give the interlocutor clear information related to the topic talking about. Occasionally, a speaker uses pronoun in his/her utterance which is confusing. For that reasons, he/she sometimes needs to specify a thing to make it clearer. As shown in the example, the speaker specifies his/her word *we* to *the three of us* to make his/her utterance clearer for his partner. Here, the speaker repairs his/her old word with specifying the pronoun refers to.

7) Elaboration

Elaboration has a function to make an explanation about a concept used in utterance in order to make the interlocutor understand the context. Tang (2011: 105) illustrates an example of elaboration. Here is the example “Then, the performative hypothesis, in this aspect, is not **defensible, unable to hold truth completely.**”

People can have a conversation with everyone. They can talk with their friends, their colleagues, or even someone who has different background. In this case, sometimes a speaker should adapt the words he used while talking with others. The main goal of doing it is for giving the best information which is easily understood by his partner. Here, elaboration is one of the patterns of repair which can prevent a misunderstanding occurs in a conversation by explaining the concept used. We can notice in the example, A as the speaker has an initiation to define what *defensible* is. It seems A prevents his partner’s confusion in case he/she does not have any idea about what *defensible* is. A repairs his utterance by elaborating the words he said.

8) Exemplification

In a conversation, sometimes people have to provide some examples related to the topic that is discussed. Here, exemplification has an aim to give example(s) that explains the thing which is discussed. An exemplification can be clearly seen in the following example “**The former presidents of Indonesia, like Soekarno, Soeharto, and B.J. Habibie** are well-known for people around the world.”

People always have an interesting conversation with others. Sometimes for discussing a certain topic, people need to mention several examples to explain the topic discussed. The exemplification is aimed to give example(s) which makes the speakers in a conversation become more aware with the topic. Here, the speaker mentions three names of former presidents of Indonesia as an exemplification for repairing his old utterance. It is hoped that the interlocutor is more familiar with the topic discussed.

9) Rewording

Rewording is one of the patterns of repair which has a function to introduce new words to replace the old message in the previous utterance. The following example shows the example of rewording.

- A : I believe that they **understand** the rules well, but they pretend to have no idea about what's going on.
 B : Yeah, they do **know** about it, but they choose to not for taking advantages from us.

In order to emphasize the situation, the interlocutor utters the word *know* which is synonymous with *understand* in the conversation. Here, rewording has a function to express an idea using different words. This pattern occurs because of a language has vocabularies which allow people to use some words to express a similar thing.

10) Restructuring

Restructuring is aimed to arrange the structure of the utterance to make it right. Tang (2011: 102) proposes an example of restructuring in the utterance “**I** hit **you**, *I mean*, **you** hit **me**.”

The speaker restructures the misplaced words in the utterance. He switches the subject and object's position in order to make it right. In a conversation, it occurs when a speaker initiates the problem by saying the wrong structure because of some reasons. Here, the speaker instantly repairs it for saying the right utterance.

d. Factors Initiating a Repair

In daily life, it is almost impossible to have a flawless conversation with others. People face some obstructions which force them to do some repairs in their utterances. Sometimes, the factors of repair are because of a misheard utterance, a misunderstanding, unclear intention, or even the hidden motive in a conversation. Some troubles mentioned are the most common factors that caused repair to occur in the everyday conversation. Every factor leads to a different effect on how people react to revise the utterances.

The factors like misheard utterance, misunderstanding, and unclear intention tend to be easily found in an 'ordinary conversation' where it does not discuss a specific context. It is in line with Heritage (1998: 2) who says that 'ordinary conversation' is forms of interaction which are not confined to specialized settings or to the execution of particular tasks. Meanwhile, another factor like a hidden motive which appears in a repair completion is more likely found in an institutional talk like a news interview. Nevertheless, other factors such as misheard utterance, misunderstanding, and unclear intention are also still can be found in this type of talk.

3. Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode.

Anderson Cooper 360 is an American TV news talk show that has been broadcasted in CNN since March 28th, 2008. It is hosted by the American journalist Anderson Cooper. It is also broadcasted around the world on CNN International. *Anderson Cooper 360* is broadcasted live from CNN's Time Warner Center studios in New York City or on location from the site of a breaking news event, airing Monday through Thursday at 8:00 pm to 10:00 pm, and Friday at 8:00 pm to 9:00 pm.

In this research, the researcher uses one of the episodes entitled *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*. In this episode, Donald Trump is given some questions related his to political campaign, USA's position in NATO, nuclear policies, and other issues in this show.

In the beginning of the talk show, Anderson as the host asks Trump about his campaign manager who was in the middle of controversy for grabbing a female journalist. The host also questions Trump about his opinion related to NATO where USA is considered as the most important member. Some audiences also have a chance to ask questions to Trump related to other topics as well.

4. Previous Study

There are some research that have been conducted on the topic of repair. Some of them are as in the following.

- a. An Analysis of Repairs in *the Interactive English Program Broadcast* by Radio PTPN Surakarta (Muchammad Ismail, 2007)

Three scripts of *the Interactive English Program Broadcast* by Radio PTPN Surakarta were employed as the data of this research. The researcher used a theory of repair of conversation analysis by Schegloff, Sacks, and Jefferson's classification of repair. The data of the research were collected from the program broadcasted. The objective of the research was to identify the aim of each repair initiation and analyze the types of repair occurred in the broadcast.

The result of the research shows that the repairs among the hosts and the callers occur in several classifications, and in the process of repair, there are some reasons initiate the repair including morphological error in the conversation, mishearing the utterance, blank the words out, and unclear utterance.

- b. A Conversation Analysis of Repair in *The Oprah Winfrey Show: a Special Episode with Michael Jackson* (Nadya Sivanya Rheisa, 2014)

The script of *The Oprah Winfrey Show: a Special Episode with Michael Jackson* conversation was employed as the data source of this research. The researcher developed a theory from Schegloff, Jefferson, and Sacks since their 1977, the researcher also applied several previous studies from Mandarin repair as her guidance to write the thesis, for example Zhang and Thang's patterns of repair. The data of the research were collected from watching the talk show, and listing the repair that occurs in the talk show in a table. The

objective of the research was to identify the types and patterns that are found in the talk show.

In order to answer the research question, Rheisa employed Schegloff, Jefferson, and Sacks's four basic types repair as the approach. The data was analyzed by looking at the data of repair that is collected from watching the talk show. 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 restructuring.

Comparing to this research, the previous research only employed two objectives for each. The first previous research for the example, it only identified the aim of each repair initiation and analyzed the types of repair occurred in the broadcast. Similar with the first one, the second research only proposed two objectives. The objectives of the research were to identify the types and to classify the patterns that are found in the talk show. Meanwhile, this research employs three objectives including identifying the types of repair, explaining the patterns of repair, and describing the factors which initiate the repair in the talk show. In the other words, this research is the combination between both previous researches. The researcher combines all of the objectives and makes a more comprehensive analysis on repair.

B. Conceptual Framework

To conduct this research, the researcher uses a descriptive-qualitative approach. The researcher applies theories of conversation analysis to analyze

repair in the conversation among the participants in the talk show *Anderson Cooper 360*.

In this research, the researcher focuses on three objectives including types of repair, the patterns of repair, and the factors of repairs. Firstly, the researcher uses Schegloff, Sacks, Jefferson's classification of types of repair. They divide the types into four; *self-initiated self-repair*, *self-initiated other-repair*, *other-initiated self-repair*, and *other-initiated other-repair*. Secondly, to explain the patterns of repair, 10 patterns which are categorized by Zhang in 1988 and Tang in 2011 are used in the research. Those types are *replacement*, *modification*, *abandonment*, *reorganization*, *correction*, *specification*, *elaboration*, *exemplification*, *rewording*, and *restructuring*. Finally, *misheard utterances*, *misunderstanding*, *unclear intention* are accused as some factors initiating repair.

The data of a conversation analysis, especially repair, would be best taken from a daily conversation or unscripted conversation where it displays real conversation. Therefore, the object of this research is one of the episodes in *Anderson Cooper 360*. In fact, *Anderson Cooper 360* can serve the data of repair into this research. There are repairs done by the participants in the talk show, i.e. Anderson Cooper and also Donald Trump as a guest. In line with the explanation, the researcher presents the diagram to illustrate the conceptual framework.

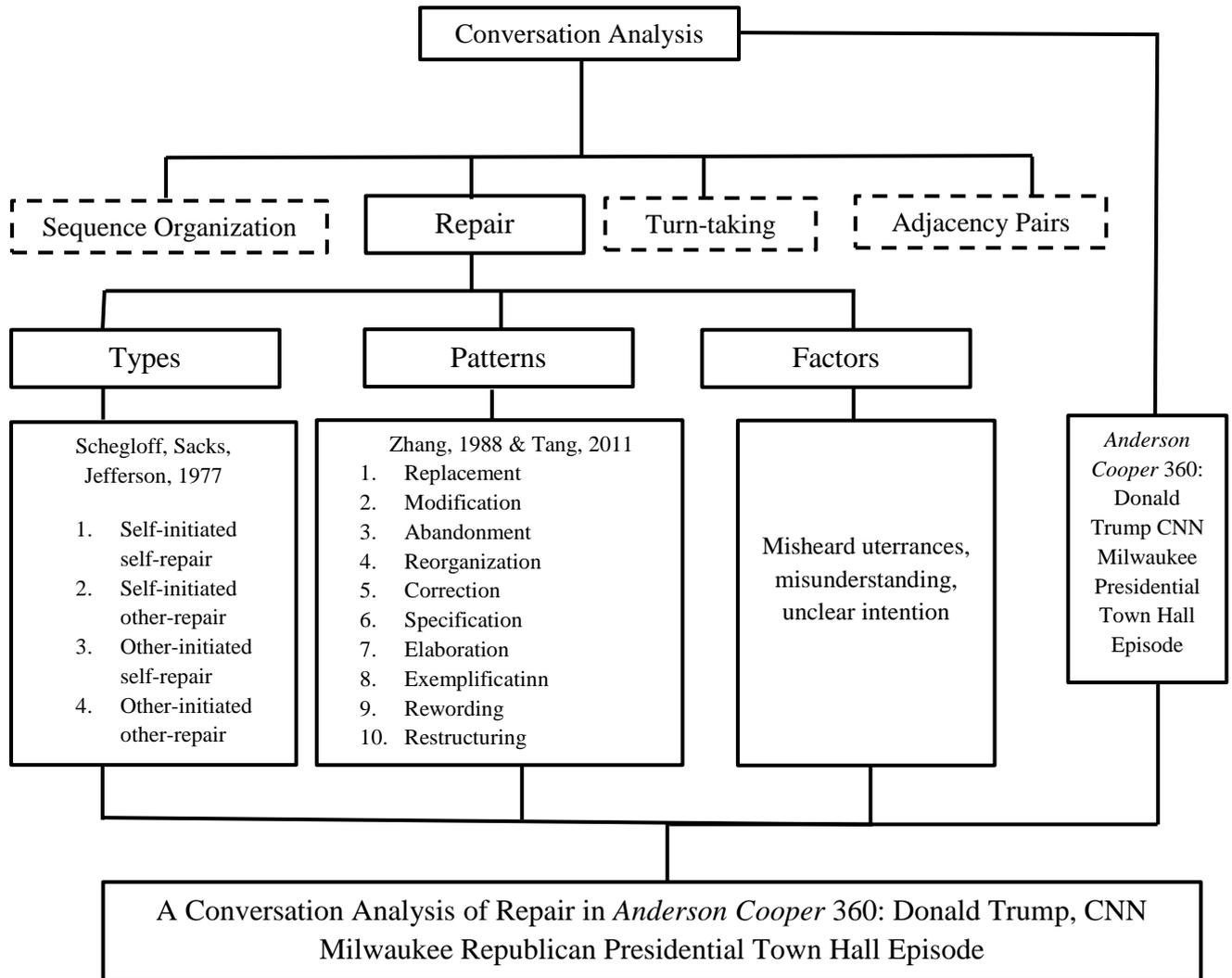


Figure 1. Analytical Construct