Backchannel Behavior in Interview Discourse:

A contrastive study between Japanese and Indonesian

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Abstract— **Many studies of backchannels have focused mainly on verbalized backchannels, such as `*soudesuka*`, `*hontou*`, `really`, `yeah` etc. But, in this research, we analyzed backchannel verbally and non-verbally in Japanese and Indonesian language in the interview setting. The interview interactions are quite different from everyday conversation. First, participants 'roles are well defined; they have restricted obligation and creates an asymmetric interaction. The host act as a topic controller and listener in the conversation will make much more listening behavior. In this present study, How Japanese engaged highly backchannel in their conversation than other languages also observed. This research is using conversation analysis method of Otsuka `s framework, which examines 20 pairs of Japanese and Indonesian native speaker's dyad. The participants were asked to be a host and a guest in an interview setting and give an answer in the prepared question. Analysis of the present study revealed a high frequency of backchannel behavior by the host occurs in both languages. The findings indicate that the differences in the use of listening behaviors produced in the frequency of backchannel. The host in both languages acts as most as a topic controller so somewhat gives backchannel verbally and non-nonverbally more than the guest. This study also confirms that The Japanese native speaker is an active listener so that backchannel is an essential communicative tool in Japanese, regardless of the context.**

Keywords—listening behaviors; Indonesian backchannel; Indonesian conversation analysis; Japanese Backchannel

I. INTRODUCTION

In Japanese communication, *Aizuchi* considered as an indispensable element. *Aizuchi* is a response by the listener that sends short expressions (including non-verbal behavior) in a conversation. One of the listening behaviors or listener response in English called backchannel. Yngve stated that a short utterance by the listener to make people continue talking in a conversation, in English such as `uh-huh`, `yeah`, In Japanese, `Hai`, `Eee…` etc. [1]. In Japanese conversation, `backchannel` is frequently used and the expressions are also diverse [2,3].

Many studies of backchannels have focused mainly on Many studies of backchannels have focused mainly on verbalized backchannels. Many researchers have studied Backchannel's function, expression form, timing, and frequency of backchannel. However, since human

communication is carried out primarily in face to face, we use not only verbal expressions but also non-verbal ones which are also important as the source of information. Therefore, in this research, we analyze backchannels behavior based on the verbal and nonverbal behavior framework proposed by Otsuka in an interview discourse [4].

Apriyanto analyzed backchannel in an information gap conversation between friends and revealed that in Indonesian conversation, there is less frequency of backchannel than Japanese [5]. Furthermore, In Japanese conversation, backchannel often happens after the partner`s utterance, but Indonesian native speaker, backchannel often occur in the middle of the partner`s utterance. In this previous study, Apriyanto gave an information gap as a topic and investigate from the viewpoint of a close relation between friends [5]. However, the research only focused on a natural conversation between friends, but not in the first-time setting. Furthermore, the study also analyzes just in verbal but not in non-verbal aspects. When communicating, humans use not only verbal behavior but also non-verbal behavior such as gestures and gaze. Therefore, in this research, we include not only verbal but also a non-verbal behavior.

Many studies were focusing on natural conversation. However, in natural conversation, the topic will change easily as the speaker and the listener making turn taking. Therefore, the use of backchannel depends on the conversation content, the amount and frequency of backchannel will be different. In this research, we give the same scene setting in both languages, and we set an interview setting where the role of the listener and the speaker is clear.

In this study, only university students are targeted to build the same age and social rank position. We collected twenty individuals of Japanese native speakers and twenty of Indonesian native speakers gathered in a conversation data of in an equal sex relationship by interview role-play method. We contrasted the verbal and non-verbal backchannel behavior, and we look at the similarities and differences between both languages.

The objectives of this research are these four following points: 1) Comparing the usage of Japanese and Indonesian backchannel in an interview setting. 2) Analyzing backchannel in four viewpoints of form, frequency, timing, and function. 3) Analyze not only verbal but also nonverbal behaviors of head

movement and facial expression (laugh & smile). 4) In this interview setting, we analyze the characteristics of interviewer`s role and interviewee`s role.

II. MRTHODOLOGY

In this study, Total of 20 Japanese and Indonesian dyads observed. The female and male groups make five different group for each Japanese and Indonesian native speaker were asked to make a role play in interview discourse for 20 to 30 minutes — one person as a guest and another person role as a host in an interview. The participants in both languages are a student in the university age between 19-25 of ages. Each of the participants never met before, so the interaction in the conversation is a first-time meeting. Each interaction recorded by video and transcribed for analysis.

This research designed to draw out the response of the listeners (verbally and non-verbally) through a role-play of interview setting. Japanese native speakers and Indonesian native speakers paired with each other in the same sex, and they had a conversation between unfamiliar students. As for participants with the role as an interviewer, first, they receive an explanation about mainly the content of the questions and the length of the interview.

III. RESULTS AND DISCUSSION

On Tanaka`s research regarding backchannel in an interview TV program, it uncovered that there are backchannel characteristics have been found in the interview scene as follows [6]. (1) Both host and guest at the interview TV program send a backchannel to show interest and enthusiasm during interaction in the conversation. (2) In the discourse interaction, there is some difference in the distribution of backchannel. The guest sends backchannel in the middle of the sentence, and the host likely to send at the end of the sentence. (3) There is some phenomenon that becomes clear; the guest has a high frequency of backchannel. Although the guest is the main speaker, the frequency of backchannel is higher than the host. This study will base on Tanaka`s research, and we investigate the characteristic of the use of backchannel in interview setting in Japanese and Indonesian [6].

The scene setting in this research is the interview role play. The interview is goal oriented, unlike natural conversation or chat, is done for a specific purpose of getting information in this interview role-play. The participants were college students and graduate students in their twenties, and we set the role of the interviewer and interviewee from the beginning: the researcher paired this interview scene set in an actual conversation between two college students who have never met and the dyad. The theme of the interview is a daily basis in university life.

A. Backchannel Behavior in Japanese Interview Setting

In this section, we first examine what role the interviewer and interviewee behaviors play in the Japanese interview setting. Based on the basic concept of Horiguchi, we analyze verbal and nonverbal behavior and classify it as a form of backchannel, frequency of backchannel, the function of backchannel and appearance position of backchannel in conversation [3].

The form of Japanese backchannel (the form of expression of backchannel)

In this section, we investigate backchannel based on Horiguchi theory of `Aizuchi-shi`, `repetition`, `paraphrase` and `assumption` [3]. The form of Japanese backchannel summarizes in below table 1 divide by an interviewer`s form of expression and the interviewee.

TABLE I. THE FREQUENCY OF A FORM OF EXPRESSION OF BACKCHANNEL IN JAPANESE INTERVIEW SETTING

Participant of the conversation	*Aizuchi-shi*	Repetition	Paraphrase	Assumption	Total Backchannel
Interviewer	834 (55.9%)	90 (59.2%)	2(100%)	20 (76.9%)	946 (56.8%)
Interviewee	654 (43.9%)	62 (40.8%)	0	6 (23.1%)	722 (43.3%)
Total	1490 (100%)	152 (100%)	2(100%)	26 (100%)	1668 (100%)

As we can see from table 1, the use of backchannel`s form of Interviewer and interviewee differed, but there was no significant difference (p>0.05). The expression style of `Aizuchi-shi` for the interviewer is 55.9% and for the interviewee is 43.9%. Regarding `repetition`, the interviewer has much more for 59.2%, than the interviewee for 40.8%. In `Paraphrase`, Interviewee does not use it. Moreover, for `assumption` although there was a difference in percentage frequency, no significant difference (p>0.05).

Also, from table 1, both interviewer and interviewee, if we look into the percentage of `Aizuchi-shi`, `repetition`, `paraphrase`, and `assumption`, the form of expression of each backchannel are different, but there was no significant difference. Here, it concluded that there was no difference in frequency between the interviewer and the interviewee in the interview setting. In Tanaka`s research, the data is from interview TV program `Tetsuko no heya` [6]. As a result, the guest gives backchannel more than the host. However, in those interview setting, there was a gap of an age difference between the guest and the host. The guest assumes use backchannel in the conversation as a politeness strategy. Since there is no hierarchical relation and much age difference in this data, so the difference frequency of usage is not seen.

1) The frequency of Japanese backchannel: In this section, we analyze based on Otsuka`s classification, There are three type of backchannel`s usage type [4].

- Backchannel non-verbal only

- Backchannel verbal only

- Backchannel verbal and non-verbal appear at the same time = simultaneous backchannel [7].

Table 2 below summarizes the form of backchannel and frequency of backchannel from the viewpoint of interviewer and interviewee in Japanese conversation.

TABLE II.   TYPES AND FREQUENCY OF BACKCHANNEL BASED ON JAPANESE INTERVIEW SETTING

Backchannel and non-verbal behavior	Interviewer	ratio	Interview	ratio	total
Verbal only	946	56.7	722	43.3	1668
Non-verbal only	480	70	206	30	686
Simultaneous backchannel	505	60.8	326	39.2	831
total	1931	60.6	1254	39.4	3185

Although there is no difference in the number of male and female for the frequency of backchannel in the conversation, as we can see on table 2, there is some difference of type frequency between interviewer and interviewee. There was a significant difference ($p < 0.05$). Also, looking at the type of backchannel in the interview setting, interviewer used more nonverbal behavior than the interviewee, and there was a significant difference ($p < 0.05$).

However, there was a difference in the proportion of simultaneous backchannel usage, but there was no significant difference ($p > 0.05$). We found that interviewers used more nonverbal backchannel rather than the interviewee. Furthermore, because of the role of interviewer as to encourage the partner during the talk, we can see then, they use more common nonverbal backchannel than the interviewee.

In Table 3 below, according to Maynard`s classification [8]. The frequency use of the backchannel form is displayed. Here, the frequency of backchannels focusing on the head movement and nonverbal backchannel like laughter and smile shown.

TABLE III.   THE FREQUENCY OF DIFFERENT BACKCHANNEL FORM IN JAPANESE INTERVIEW SETTING

Participant of the conversation	Verbal backchannel	Head movement	Laugh	Smile	Total
Interviewer	946 (56.7%)	849 (68.9%)	127 (53.8%)	23 (56.1%)	1945 (61.2%)
Interviewee	722 (43.3%)	383(31.1%)	109 (46.2%)	18 (43.9%)	1232 (38.8%)
Total	1668 (100%)	1232(100%)	236 (100%)	41 (100%)	3177 (100%)

In table 3, it found that there was a difference between the interviewer and interviewee for the frequency of nonverbal backchannel usage, but in table 3, the usage of the frequency of `laugh` and `smile` was not different. However, there is a difference only in the frequency of `head movements `of the nonverbal backchannel. There was a significant difference ($p < 0.05$). Also, the interviewer and interviewee, the frequency by role were significantly different ($p < 0.005$). Therefore, the interviewer role sees as a listener in this interview setting.

2) The function of Japanese backchannel: In this section, the function of Japanese backchannel will base on Maynard and Horiguchi` s theory [3,8]. We classified six functions of backchannel this time; `listening signal`, `understanding signal`, `consent signal`, `negation signal` and `expression of feeling`, and also `expression of adding/correction/request information others.`.

The following table 4 summarizes the function of verbal backchannel in Japanese conversation.

TABLE IV.   FREQUENCY USAGE OF BACKCHANNEL FUNCTION IN JAPANESE INTERVIEW SETTING

Backchannel`s function	Interviewer	ratio	interviewee	ratio
Listening signal	304	32.1	98	13.6
Understanding signal	383	40.5	191	26.5
Consent signal	73	7.7	306	42.4
Negation signal	23	2.4	58	8
Expression of feeling	132	14	63	8.7
Add information	31	3.3	6	0.8

As shown in table 4, there was a different usage between the interviewer and the interviewee in the order of the most common function to the less common function. The most frequent function in interviewer group was `understanding signal` 40.5%, next `listening signal` 32.1%, `expression of feeling` 14%, `consent signal` 7.7%, and `expression of adding/correction/request an information etc`3.3%., the lowest was `negation signal` 2.4%. And the most frequent function in interviewee group was `consent signal` 42.4%, next is `understanding signal` 26.5%, `listening signal` 13.6%, `expression of feeling` 8.7%, `negation signal`, 8%, and the smallest is `expression of adding/correction/request an information etc.`0.8%.

Table 4 reveals interviewer plays as a listener, and their primary function is `understanding signal` and `listening signal`. Also, the interviewer has also seen use a backchannel that expressing feeling. However, the most frequently seen in interviewer group is `consent signal`. The function of `consent signal` is used when the interlocutor is expressing the same feeling, or expressing they have the same understanding or sympathizing. In this study, interviewee tends to use explicitly a backchannel.

Furthermore, the difference between interviewer and interviewee 'compatibility functions seen in `expression of feeling`. There was a difference in the frequency used between interviewer and interviewee. There was a significant difference ($p < 0.05$). Here, the interviewer often uses backchannel as that they interested in the talk, or to show that they interested in the talk and its fun. It believed that backchannel makes the conversation lively as it flowing and also to show the interlocutor engage with the partner`s talk. There was also a significant difference here ($p < 0.05$).

TABLE V.   FUNCTION `SIMULTANEOUS BACKCHANNEL` AND HEAD MOVEMENT IN THE JAPANESE INTERVIEW SETTING

Backchannel`s type	Interviewer		Interviewee		total
	The end of the sentence	*During The sentence*	*The end of the sentence*	*During the sentence*	
Verbal backchannel	472 (49.9%)	474 (50.1%)	511 (70.8%)	211 (29.2%)	1668
Head movement	287 (33.8%)	562 (66.2%)	209 (54.6%)	174 (45.4%)	1232
Laugh	77 (60.2%)	51 (39.8%)	81 (75%)	27 (25%)	236
Smile	9 (39.1%)	14 (60.9%)	11 (61.1%)	7 (38.9%)	41
total	845 (43.4%)	1101 (56.6%)	812 (66%)	419 (34%)	3177

As shown in table 5, the order of backchannel function for the head movement and `simultaneous backchannel` have a different order. For the interviewer group, the most used functions are `listening signal` 59.3%, the second is `understanding signal` 29.9%, the next is `expression of feeling` 5.6%. We almost not found the frequent use of `consent signal` and `negation signal`.

Moreover, in the interviewee group, unlike the interviewer, the most frequently used, first is `listening signal` 41.3%, `consent signal` 39.5%, there are no differences can be seen most of those two functions used by the interviewee. However, the interviewer has a different usage between `listening signal` and `understanding signal`. There was a significant difference (p<0.05). Here, the interviewer as a listener role in the conversation uses head movement as a backchannel to send a listening signal. We think that the backchannel they send is one of the coordinating action to smoothen the talk and make the partner continue the story. Moreover, for the interviewee, they are mostly used backchannel for signaling and agreement as shown in table 5.

3) The timing of Japanese backchannel (or position of appearance in conversation): In this section, concerning Otsuka, from the viewpoint of interviewer and interviewee, we investigated the occurrence rate of backchannel depending on whether the interlocutor made a pose or not in the conversation. In table 6, we analyze the timing of backchannel behavior and show the position in the utterance as in table 6 [4].

TABLE VI.   LOCATION OF THE APPEARANCE OF BACKCHANNEL BEHAVIOR IN JAPANESE INTERVIEW SETTING

Backchannel`s function	Interviewer	ratio	Interviewee	ratio
Listening signal	493	59.3	162	41.3
Understanding signal	249	29.9	55	14
Consent signal	33	4	155	39.5
Negation signal	10	1.2	9	2.3
Expression of feeling	47	5.6	11	2.8
total	832	100	392	100

As illustrated in table 6, in the interviewer group there is no difference between the appearance position of backchannel at the end of the sentence or in the middle of the sentence. However, in the interviewee group, there was a significant difference (p<0.05). However, Regarding the appearance

position of head movement, there was a difference between the interviewer`s group and its significant difference (p<0.05). The result is not consistent with the result of Tanaka [6]. Although it is an interview setting, Tanaka`s research has set different age between the host and the guest, but in this study, it set a scene without age difference between the student [6]. So, with this linear relationship for the first time, it was seen that the interviewee understood and summarized the listener`s interview conclusion and agreed. So, the occurrence of backchannel mostly at the end of the sentence. However, since the interviewer group mostly role as a listener, it seems that there are more occurrences of head movements during the sentences.

Regarding the laughter of nonverbal behavior, both interviewer and interviewee saw a pattern of laughing as a reaction after the interlocutor finishes the talk with the speaker. As for the nonverbal behaviors of smiles, the appearance position of the interviewer and interviewee reversed, but there was no significant difference (p>0.05). Overall, the interviewer and interviewee had no significant difference (p>0.05) about the place that backchannel occurs both at the end of the sentence or in the middle of the sentence.

B. Backchannel Behavior in Indonesian Interview Setting

In this section, we classified it in the same four viewpoints as Japanese conversation. Here, from the viewpoints of the interviewer and the interviewee, we analyzed how Indonesian native speaker use backchannel, and we analyzed it from four viewpoints of backchannel`s form, backchannel `frequency, backchannel`s functions, and backchannel`s timing.

The Form of Indonesian backchannel (the form of expression of backchannel)

In this time, we analyzed the frequency of backchannel expression`s form in the Indonesian interview setting and the result shown in table 7. The backchannel`s expression form divided into two groups, the interviewer group, and the interviewee group.

TABLE VII.   THE FREQUENCY OF BACKCHANNEL`S EXPRESSION FORM IN INDONESIAN

Participant of the conversation	*Aizuchi*-shi	Repetition	Paraphrase	Assumption	Backchannel total
Interviewer	467 (63.8%)	99 (66.4%)	4(66.7%)	24 (85.7%)	594 (64.9%)
Interviewee	265 (35.9%)	50 (33.6%)	2 (33.3%)	4 (14.3%)	321 (35.1%)
Total	732 (100%)	149 (100%)	6 (100%)	28 (100%)	915 (100%)

As shown in table 7, the interviewer has more verbal backchannel than the interviewee. There was a significant difference (p<0.05). To summarize, the frequency of backchannel`s expression by the interviewer is `*Aizuchi*-shi` (63.8%), `repetition` (66.4%), and for the interviewee, `*Aizuchi*-shi` (35.9%), `repetition` (33.6%), there are a difference in the frequency ratio was observed. Here, in the interview setting, Indonesian interviewer had more backchannel than the interviewee.

As we can see also from table 7, like in the Japanese data, the most frequently used expression form is `Aizuchi-shi`. In the case of Japanese, there was no significant difference in each expression form, but in Indonesian, there was a significant difference. Here, In the interview setting, the interviewer acted as a listener and was appearing that he understood and listened to the talk. In the case of Japanese, the use of backchannel is not only related to the setting of the scene but also related to age-related, such as relations between speakers, hierarchical relations, others. Therefore, the use frequency of backchannel is differ based on the setting and relation between the interlocutor.

1) The frequency of Indonesian backchannel: In this section, as well as Japanese data, based on Otsuka `s backchannel classification, we investigate the use of backchannel [4]. The following table 8 summarizes the frequency and backchannel`s form from the viewpoint of interviewer and interviewee in an Indonesian interview setting.

TABLE VIII.   FREQUENCY AND TYPES OF BACKCHANNEL IN AN INDONESIAN INTERVIEW SETTING

Backchannel +non-verbal	Interviewer	ratio	Interviewee	ratio	total
Verbal backchannel only	594	64.9	321	35.1	915
Non-verbal backchannel only	497	76.9	149	23.1	646
Simultaneous backchannel	270	64.6	148	35.4	418
Total	1361	68.8	618	31.2	1979

Table 8 shows that in Indonesian conversation, the frequency by type of backchannel between interviewer and interviewee had a significant difference (p<0.05). The interviewer` ratio of each backchannel type is only for verbal (43.6%), non-verbal only (36.5%), a simultaneous backchannel (19.8%). Moreover, for interviewee group, we found out that verbal backchannel only (51.9%), non-verbal backchannel only (24.1%) simultaneous backchannel (23.95%). In the case of the interviewer, there is no difference between the frequency of verbal backchannel and non-verbal backchannel only, but in the case of the interviewee, a difference seen. Moreover, there was a significant difference (p<0.05%)

It became clear that the interviewee uses verbal backchannel more than non-verbal. Here we can conclude that the same usage tendency seen for the role of the interviewer and interviewee has the same case with the case of Japanese conversation, playing in the same role in the interview setting.

As shown in Table 9 below shows the frequency of use of Indonesian backchannel`s form based on Maynard`s classification [8]. Here, the table shows the frequency use of backchannel mainly focuses on the head movement and nonverbal behavior such as laughter and smile.

TABLE IX.   FREQUENCY BY TYPES OF BACKCHANNEL`S FORM IN AN INDONESIAN INTERVIEW SETTING

Participant of the conversation	Verbal backchannel	Head movement	Laugh	Smile	Total
Interviewer	594 (73.9%)	635 (76.2%)	127 (81.9%)	59 (86.8%)	1415 (71.8%)
Interviewee	321 (35.1%)	198 (23.8%)	28 (18.1%)	9 (13.2%)	556 (28.2%)
Total	915 (100%)	833 (100%)	155 (100%)	68 (100%)	1971 (100

Next, as we can see from table 9, there was a significant difference (p<0.050) between interviewer and the interviewee with the frequency of backchannel`s type of form in an Indonesian interview setting. Indonesian Interviewee found that there was less use of verbal backchannel and non-verbal than the interviewer. Therefore, the interviewer`s role seen as a listener in the conversation. This result is consistent with the Japanese result.

2) The function of backchannel in Indonesian interview setting: In this study, we analyzed data the same classification with Horiguchi`s backchannel function. Which are, `listening signal`, `understanding signal`, `consent signal`, `negation signal`, `expression of feeling`, and ` expression of adding/correction/request information and others.` [3].

The following table 10 summarizes the functions of verbal backchannel in an Indonesian interview setting.

TABLE X.   FUNCTION OF VERBAL BACKCHANNEL IN AN INDONESIAN INTERVIEW SETTING

Backchannel`s function	Interviewer	ratio	Interviewee	ratio
Listening signal	140	23.5	38	11.9
Understanding signal	360	60.5	28	8.8
Consent signal	35	5.9	230	71.9
Negation signal	2	0.3	10	3.1
Expression of feeling	22	3.7	9	2.8
Add information	36	6.1	5	1.6
Total	**595**	**100**	**320**	**100**

Table 10 shows the backchannel`s function in interview setting divided into interviewer group and interviewee. The order of each group is summarized as follows. On interviewer group, the most frequently used functions are `understanding signal`, 60.5%, next is `listens signal` 23.5%, the third is `adding information`, 6.1% and `consent signal`5.9%, almost in the same proportion. We can see that the function of backchannel for each role in an interview setting is different.

Comparing with Japanese data, in the case of Japanese, the interviewer has the same proportion of `listening signal` function and `understanding signal` function, and in the case of Indonesian, there is a tendency that many people use backchannel for `understanding signal`. Furthermore, there was a difference in the frequency of use of `understanding signal,` and `listening signal` and there was a significant difference (p<0.05).

However, in the case of the interviewee, `consent signal` is the most frequently used, as in Japanese. In the case of the interviewer in Indonesian, the proportion is remarkably high. Here, the role of interviewee tends to understand the talk and

summary the interviewer`s talk and tend to give `agreement signal` more.

The following table 11 shows the function of head movement and simultaneously backchannel.

TABLE XI.   HEAD MOVEMENT AND SIMULTANEOUSLY BACKCHANNEL`S FUNCTION IN AN INDONESIAN INTERVIEW SETTING

Backchannel`s function	Interviewer	Ratio	Interviewee	Ratio
Listening signal	476	77.4	85	42.9
Understanding signal	119	19.3	1	0.5
Consent signal	15	2.4	104	52.5
Negation signal	1	0.2	8	4.1
Expression of feeling	4	0.7	0	0
total	615	100	198	100

As illustrated in table 11, we found that the function of head movement and `simultaneous backchannel`s` function have a different function than verbal backchannel`s function. In the case of this non-verbal backchannel and `simultaneous backchannel`, from the table, we can see that interviewer has a significant ratio for `listening signal`s function. The next is `understanding signal`s function for 19.3%. For the data of the head movement and simultaneously backchannel, we can assume that the function of `listening signal` is significantly high. Here, interviewer as a listener role, especially for the use of head movement, they use and send backchannel to give `listening signal`.

In the case of the interviewee, the same with verbal backchannel, there are many functions of `consent signal`. However, in table 11, the ratio of `listening signal` is also high. There was no significant difference between the function of `agreement signal` and the function of `listening signal` (p>0.05).

This head movement and simultaneously backchannel` function result in the Indonesian interview setting is consistent with Japanese.

3) The timing of backchannel behavior in Indonesian interview setting (appearance position of backchannel): In this section, we refer to Otsuka`s theory from the viewpoint of interviewer and interviewee. We investigated the occurrence rate of backchannel whether interlocutor makes a pause or not. In table 12, we analyze the timing of backchannel behavior and the result of where backchannel occurs shown below [4].

TABLE XII.   THE APPEARANCE POSITION OF BACKCHANNEL BEHAVIOR IN AN INDONESIAN INTERVIEW SETTING

Backchannel`s type	Interviewer		Interviewee		total
	The end of the sentence	*During The sentence*	*The end of the sentence*	*During the sentence*	
Verbal backchannel	365 (62.3%)	221 (37.7%)	251 (76.3%)	78 (23.7%)	915
Head movement	178 (28%)	457 (72%)	121 (61.1%)	77 (38.9%)	833
Laugh	51 (40.8%)	74 (59.2%)	20 (51.3%)	19 (48.7%)	155
Smile	16 (27.1%)	43 (72.9%)	5 (55.6%)	4 (44.4%)	68
total	610 (43.4%)	795 (56.6%)	397 (70.1%)	169 (29.9%)	1971

From table 12 in interviewer group, we can see that there is no significant difference (p>0.05) for the appearance position of verbal backchannel, although the difference in appearance between `end of a sentence` and `in the middle of a sentence`. However, there was also a difference in interviewee, and it is a significant difference (p<0.05).

Regarding the appearance position of head movement, we found that the role between interviewer and interviewee are different in the conversation. Many people on interviewer group were seen using a backchannel in the middle of the sentence, but for the interviewee, mostly backchannel found at the end of the sentence. In the interviewer group, we found that they often move their heads even during conversation. Furthermore, since the interviewer group role as a listener, it seems that there is more occurrence of head movements during the talk. This result has the same result as Japanese.

Also, regarding non-verbal `laugh`, both of interviewer an interviewee appeared to have the same appearance rate at the end of the sentence and in the middle of the sentence. There was no difference between the interviewer and interviewee. Furthermore, as for the non-verbal `smile` interviewer were seen use more non-verbal `smile` like head movement. This result has the same result as Japanese.

Overall, the appearance position of interviewer`s backchannel behavior was the same, both at the end of the sentence or in the middle of the sentence. There was no difference seen, but interviewee has different usage frequency between the end of the sentence and in the middle of the sentence. There was a significant difference (p<0.05).

IV. CONCLUSION

In this study of backchannel behavior in interview setting both in Japanese and Indonesian, we summarize the form, frequency, function, and the timing of verbal backchannel and non-verbal backchannel as follows.

- In verbal backchannel`s frequency usage, we can see that both interlocutor who role as an interviewer and interviewee there is no significant difference (p>0.05) as in Japanese interview setting. However, there were significant differences in an Indonesian interview setting. The interviewer was seen to use more verbal backchannel.

- As for the frequency use of backchannel behavior, Japanese use 3185 backchannels and Indonesian use 1979 backchannels. Here we can assume that Japanese use more backchannel than Indonesian.

- Regarding the frequency of backchannel`s function, in the case of Japanese, interviewer, and interviewee each interlocutor has their respective roles. The interviewer plays a role as a listener in the interview setting, mostly use `understanding signal` and `listening signal`. Moreover, for the interviewee, they use mostly backchannel to send `consent signal`, to give sympathy to partner`s talk, and gives a signal that they understand. In the case of Indonesia, like Japanese, it became clear each interlocutor in the interview setting has a different function.

- Regarding the appearance location of backchannel, in the case of Japanese, interviewer and interviewee did not have significantly different (p>0.05) whether backchannel occurs at the end of the sentence or in the middle of the sentence. However, in the case of Indonesian, we can conclude that each of interviewer and interviewee has a different role. Many interviewers were seen use backchannel during the sentence, but for the interviewee, they use backchannel more often at the end of the sentence. Also, it found that Interviewer uses more head movement during the conversation.

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