Conversation Analysis:

Turn taking marker in *Catatan Najwa* (*Setia Pengacara Setya,* Part 1)

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Abstract—**Conversations are famous yet essential in people communication. There are a lot of things can be explored from the conversations since people brings cultures in communication. People also show theirs and others' identity in the conversations they have. Therefore, investigating conversation to capture what is involved inside becomes important. In line to the importance of investigating conversation, political news interview is also interesting to be investigated since it brings information to the public. It is also used by the politician to clarify the policies taken by the government. This study aimed to investigate the interactional pattern of the political news interview through outlining the turn taking organization. "*Catatan Najwa*" was chosen to be the materials for this research. The researchers particularly chose the episode of "*Setia Pengacara Setya*, Part 1" since the related issues became trending in certain period of time. The video of selected interview was taken from Youtube channel. The video was transcribed, explored and examined to capture the organization of turn taking. The result of the study indicated that the interview interaction was considered as high density since there are a lot of interruptions and overlaps. Although it was high density, the organization of turn taking can be considered as highly structured.**

Keywords—conversation analysis; turn-taking; political news interview

I. INTRODUCTION

Conversations are essential part of communication in everyday life. Conversations represent human behaviour then it can be investigated through conversation analysis. Conversation analysis is developed under ethnomethodology yet it serves as empirical studies. Ethnomethodology is one way to investigate the behaviour developed in sociology [1]. Meanwhile, Grundy also explains that conversation analysis may provide methodical patterns of talks which are recognizable for the member of the group. Then, it is used to reveal interactional pattern of the group such as the specific communicative efforts influenced the reading comprehension [2] or the coach talks dominantly appeared in video-based performance feedback [3]. Conversation analysis also exposes that social identities of both speaker and hearer were determined by the speaker's selection of words [4]. Another example is about the speaker's ways of managing turn taking captured certain social representation [5].

In conversation analysis, there are two interaction settings; entitled institutional and ordinary ones. Ordinary interaction consists of informal, casual interaction without any institutional purpose while institutional interaction covers institutional practice with certain goal. The example of institutional practice is news interview or talk show. Both of them have a strict pattern of interaction by serving as informational character. The other common features are the participants which only involves the questioner and the invited guest who provides information. One of the famous interviews is politic news interview since it provides information related to the government policies and political affairs.

Due to the aforementioned function of conversation analysis, this research aimed to investigate what interaction pattern occurred in the political news interview though outlining the turn taking organization by employing conversation analysis.

A. Political News Interview

Political news interview is different from regular conversation due to some identified features. The conversation which is placed in institutional broadcast setting involves interviewer and one or more interviewees. Its institutional setting leads the interaction restricted in the discourse of the participants and also the turns as it is said by Santander [6]. Greatbatch also mentions that interview has well defined structured in which the turn taking is clear between the interviewer and interviewees [6]. Through its restriction in discourse and turns, political interview serves informational character in which it carries important topic to public. It is believed that public has rights to gain information on political affairs. Its intentions are to convince and persuade the audience as it is explained by Sandova [7]. Therefore, the format of this interview is argumentative structured [6,8].

To fulfil its format, both interviewer and interviewees serve certain roles driven by definite intentions. Generally, their roles are questioner and answer providers. Kibrik mentions that interviewer is responsible for formulating questions based on the audience's interest while interviewees arrange for the answers [8]. Kibrik involves the audience who drive interviewer's questions in his explanation. Santander also frames interviewer's roles as theme and topic initiator, questioner, and critical audience's representative whereas the

interviewee is as a defender of their stand points [6]. Therefore, interviewer has function as the interaction's opener and closer, the turn taking allocation provider, the initiator of interviewees' participation, and conflict's attenuation. Based on political intention, interviewer has a duty to expose hidden or side affairs in which interviewees' party involved in while interviewees use interview to elaborate the actions made to the public for showing favourable image of their party. The same notion is also explained by de Beus that interviewer who is journalist invites interviewees who are politician to deliver government and political information whereas the interviewees, politician, use interview to accommodate their needs to be exposed and publicly [8].

In doing so, both interviewer and interviewees implement some strategies to maintain the interaction. Interviewer should act neutral [6,9]. However, they use declarative statement in extending elaboration to disguise the questions indicated the non-neutral position [6]. The, the interviewer has some ways to make adjustment in the interview; those are interruptions, overlaps, and replications. Meanwhile, there are some indicated efforts of the interviewees to initiate the topic called pre-answer agent shifting and post–answer agent shifting [6]. Pre-answer agent shifting is a way in which the interviewee talks about other things before giving responses to the interviewer enquiry while post-answer agent shifting is a way which the interviewees change the issues after giving responses. On the other occasion, the interviewees may respond the request of information from interviewer using acceptance, denial, a counter request since mostly they refuse to response to problematic and politically harmful queries.

B. Conversation Analysis

Conversation analysis adjusts from ethnomethodology approach which is a way of studying behaviour developed in sociology [1]. It serves empirical studies in which specific and observable phenomena become the main focus [10]. Conversation analysis studies the aforementioned phenomena emerged in the certain conversation therefore it is called as a study of Talk-in-interaction. It is a method to investigate not only the process but also the structure of the human social interaction. The way used by the participants of the conversation to comprehend the message and to respond it at their turn is elaborated using conversation analysis.

There are some features of conversation analysis; those are turn, latching, aizuchi, pauses, overlaps and backchannels. Levinson defines turn as the period when one of the participants speaks with minimal overlap and gap between them. Latching signals the immediate transition of the speaker's utterance with others' [11]. Aizuchi is the utterances during the conversation indicating attention or understanding from the listeners [12]. Pauses are sounds or words used by one speaker signalling unfinished speaking [13]. Overlaps are the period in which the speakers speak at the same time [13]. The last is backchannels meaning sounds, phrasal or words delivered by a listener as responses in one way communication. There are two forms of this feature called verbal and non-verbal [14].

Conversation analysis works on the talk which appears in the conversation of certain group of people as it is stated by Goffman that the investigation may reveal both the structural organization and methodical features which differs the talk from other forms [6]. To achieve such intentions, there are several steps used in conversation analysis formulated by Peräkylä [10]. Those are research site selection, tape recording process, recording transcription, unmotivated exploration of the data, and identification of the phenomena to be examined.

C. Turn Taking

In the objective of conversation analysis, turn taking determines the time allocation for the speaker to talk so it becomes the centre feature of conversation analysis. Turn taking is defined as the way of the participants alternately speak and "how they assign the turn between each other [6]. Another definition of turn taking is articulated in two categories; mechanical and interactional. Goffman sees mechanical definition of turn taking as a chance to take the turn with whatever the words used while interactional definition is focusing on the process of interaction and the speaker's intention. Turn taking covers "theoretical construction in the linguistic field of discourse analysis, important patter in communicative events, governing speech acts, defining social roles and maintaining social relationship" [15].

In identifying the organization of turn taking, Sacks, Schegloff, and Jefferson propose turn taking model which is divided into two parts, called turn allocation and turn construction. Sack states that turn is made of units called turn construction unit [6]. Turn allocation means the signals to give the turn to the next participants. It may be in the form adjacency pairs [6]. Meanwhile, the turn acquisition is the way of the turns obtained [15].

According to Duncan, people use turn yielding cues, back-channel cues, and turn maintaining cues [6]. When turn yielding cues are used properly, the hearers will give his/her responses. There are six yielding cues proposed by Duncan; namely intonation, intonation on the final syllable, sociocentric sequences, pitch or loudness, syntax and gesticulation. Intonation covers the use of any pitch level terminal and also intermediate or combination of them while the next one is intonation on the final syllable or stressed syllables. Sociocentric sequences mean the use of numerous conventionalized expressions. Pitch or loudness is usually combined with sociocentric sequences. Syntax covers the use of complete grammar structured. The last is gesticulation which is transmitted through visual channel. Meanwhile, turn maintaining cues is the way of the speaker to maintain their turn in the conversation. The use of more filled pauses is one of the turn maintain cues.

There are strategies developed under three abilities participants used to maintain conversation; namely taking control, holding a turn, relinquishing turn. Based on Richards, the strategies of taking control which the participant may use are using interjection for turn requesting with adding some raising intonation (1), using facial expression and gestures (2), accepting turn by answering questions (3), and completing the other speaker said (4) [16]. One of the strategies for holding the

turn is explained by MacDonough and Shaw in Heine which is using filler in the pause [16]. The same notion is stated by Brown and Yule as well as Richards in Heinel [16]. Regarding to the strategies in relinquishing turn, Sacks et al. state that the use of question tags is one of the strategies to pass the turn to others [16]. Meanwhile, Richards proposes some strategies, such as the use adjacency pairs, using phonological signals, pausing to invite other speakers, and using facial and bodily gestures [16].

The other parts of turn taking are overlaps and interruptions. Overlaps can be defined as the talks spoken at the same time by one or more speakers. Overlaps consist of two categories; namely competitive and non-competitive. Competitive overlaps occur when the other speaker talk before the current speaker finish their talking. Competitive overlaps can be identified by the use of high pitch and amplified loudness combination. Non-competitive overlaps occur in the conversation without any intention to compete for taking floor of the current speaker. Non-competitive overlaps categorized into four types; namely terminal overlaps, continuers, conditional access to turn, and choral [6]. Terminal overlaps occur when the next speaker talks at the time the current speaker almost reaches the end of his turn. Continuers cover backchannel and interruptions which shows the comprehension of the hearer. Conditional access to turn means that the current speaker pass the turn to other speakers to finish his talk. The last is choral which covers laughter, greetings, leave taking and so on. Meanwhile, interruption is the intrusion from the other speakers when the current speaker has not finished his talk yet.

Turn taking in the interview was strictly organized with two accounts of roles; namely questioners and interviewer [6]. It is believed that when the interviewer delivers questions then he/she cannot express view or attack, dispute or disapprove, comply with, sustain or support them. Then, the interviewee prefers to replies inquiries then he/she cannot query inquiries, make uninvited remarks, preceding comments, initiate alteration of theme, or influence the discussion using disapproval of the interviewer.

D. Related Study

There were some studies conducted in the area of political news interview. One of them was conducted by Martínez Saperas in which he compared political news interview to talk show, and debate in the similarities and differences of interactional process and their purposes [17]. The other research conducted in the topic of political interview was from Zand-Moghadam and Bikineh [8]. Their research aimed to compare political interview in the Iranian and English context and to disclose the similarities and differences in the use of Discourse Markers. This study found that the differences were due to the culture differences between the interviewee and their communicative purpose. The slightly same theme of research was conducted by Al-Duleimi and Hammoodi [18]. This study was conducted to investigate the strategic maneuvering strategies and stages used by politician in the interview. The samples of the research were the interviews of Obama and Cheney. From this study, it was found that speakers tended to use certain strategic maneuvering strategies with three stages; initiation, response, and evaluation stages.

The study related to turn taking was conducted by Irizar Santander in which he examined the interaction of three political interviews with three different interviewees [6]. This study focused on the interactional features and the role governed by both interviewer and interviewee. One of the findings was dynamism and great interactivity in this type of discourse. The other study with turn taking as the centre was conducted by Gorjian and Habibi [15]. This study aimed to examine how signals of conversation strategies (asking, proposing, turn taking and so on) promote the speech and conversation quality related to the choice of strategies. From this study, it was found that experimental group worked better than the control group in using more strategies.

II. METHODOLOGY

A. Design

This study employed descriptive qualitative approach. Using this approach the research tended to answer the research questions. The description of the turn taking organization which is obtained through the part of the turn taking was used to outline the interactions between the interviewer and interviewees.

B. Data and Instrument

The data were obtained from political interview which was conducted by Najwa Shihab in her program of *Catatan Najwa* entitled "*Setia Pengacara Setya*" Part 1. The researcher decided to take the news interview of *Catatan Najwa* as the interviewer strongly represented critical audiences. Then, this episode of "*Setia Pengacara Setya*" was chosen since the issues were quite interesting for public in a moment. The interview consisted of three participants with Najwa Shihab as the interviewer and Fredric Yunadi as the lawyer of Setya Novanto, the suspect of corruption case, and Donal Fariz from a coordinator of ICW's corruption case division. The duration of the video was 23 minutes broadcasted in *Catatan Najwa* Youtube channel. The data were outline to show the organization of turn taking. Conversation analysis was chosen as the instrument to analyse the interview. Through conversation analysis, the organization of turn taking can be perpetrated.

C. Data Analysis and Procedures

This research employed the steps of conversation analysis proposed by Peräkylä [10]. Those steps include the subject area of the research chosen, tape recording, transcribing, unmotivated exploration of the data, and identification of the phenomena to be examined. Since the subject area of the research had been decided that the turn taking organization became the focus to see the interactions, the video of the selected interview was downloaded from *Catatan Najwa* channel in Youtube. The video was transcribed in detail way. The transcription contained every segments occurred in the interview video. Then, the observation was taken place. The purpose of the observation was for the initial action to decide the categories for discussion. The observation was done by listening to the video and examining the transcripts. It helped the research to see what was happening in the interview. The

observation focused on both detail segments and large entities. To help the observation, the table for examining the turn taking from Irizar Santander was adapted. It consisted of turn taking, turn continuing and turn giving [6]. For the turn taking, it was categorized further into two types; namely turn taking given and turn taking stolen. After the observation, there were some categories which were then developed into some themes and subthemes. It was the process of identification of the phenomena. Those themes and subthemes were delivered in the discussion to present the data. Then, by drawing the conclusion of the discussion, the research question was answered.

III. RESULTS AND DISCUSSION

The data for this research were obtained from the online video "*Catatan Najwa*" with the title "*Setia Pengacara Setya*, Part 1*", the data obtained were outlined to answer the research question about how the turn taking organization of the selected political news interview pictured its interactional pattern. Therefore, the data were discussed under three main themes; entitled turn taking, interruption, and overlaps.

A. Turn Taking

Catatan Najwa, one of political news interview, which broadcasted online in Youtube channel was structured in the form of face to face interview without script from the broadcast director. It can be seen from the flow of queries initiated by the interviewer which was spontaneous following the responses of the interviewee. Then, the turn taking of the interview was dense. The statistical description of the turn taking was displayed below.
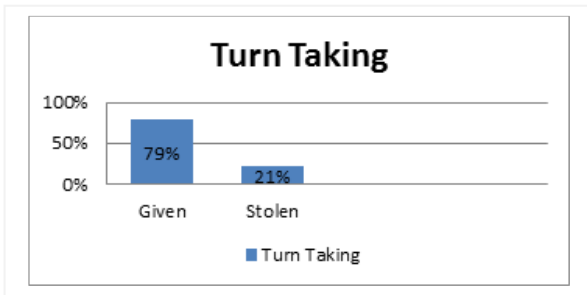

Fig. 1. The distribution of turn taking Given and Stolen.

There were two types of turn taking which this research focused on; entitle turn taking given and turn taking stolen. From the data above there was 79% of all turn taking which was given and there was 21% stolen. As the outcomes of Irizar Santender's research on Hard talk show in which the bridge of given stolen turn taking types was narrow, the interview was considered as highly disorganized interview [6]. Meanwhile, the bridge between given and stolen turn taking types in this selected interview was quite far in range. Therefore, it

indicated that the interview was highly organized. All of the turn taking stolen accounts was initiated by the participants through interruptions. Most of them were conducting by the interviewer.

B. Interruption

As it had been discussed in previous theme that turn taking stolen appeared through interruption. The interruptions were done by both the interviewer and interviewee. The interruptions appeared in the interview was computed and presented in the diagram below.
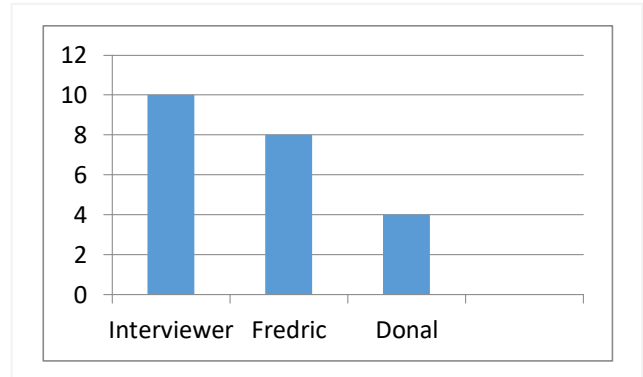

Fig. 2. The distribution of interruptions.

All the interruption occurred were the efforts to take the floor. From the diagram, it showed that interviewer made interruptions almost equal as interviewee, Fredic. Meanwhile, interviewee Donal made the least interruptions. As the interruption used by the interviewer had intentions to ask confirmation and clarification related to controversial comments or ambiguity of the answers. The data also showed that the interviewer mostly used interruption for one of the interviewees, Fredic. It was due to his controversial comments and mostly ambiguous answers. On the other hand, both interviewees also used interruptions to take the other interviewees' floor. Mostly their intentions were to justify their previous comments or answers. From the total of interruptions occurred in the interview, there were three of them met the failure. It caused a lot of overlaps in which both interviewees, Fredric and Donal, spoke at the same time.

C. Overlaps

As it was explained before that the interview can be considered as high density talks since there were a lot of interruptions and overlaps. The computation of overlaps was displayed in the table below.

TABLE I.   FREDIC AND DONAL INTERACTION

D: *Banyak. Jadi gak ada yang [salah sebenarnya.]*
F: *[Kita tahu semua aliran-aliran itu.]*
D: *Cuman yang mau dibangun kan seolah-olah kita ini menerima dana dari luar, seolah-olah kita juga dituding menerima dana dari BPK. Sampai dengan sekarang ni Pak Fredich, ada buku dari Pak Romli ya?*
F: *Iya*
D: *Dituding [diterima]*
F: *[Dari Romli] sana aja [kan] sudah terlihat.*
D: *[Nah]*
F: *Perinician itu banyak [sekali]*
D: *[Itu kesalahannya] ketika menggunakan buku Pak Romli [sebagai referensi]*
F: *[bukan-bukan] Sebelum pak Romli mungkin saya [sudah tahu]*
D: *[Ada] satu contoh Pak Fredich, saya kasih tahu ke pak Fredich, ketika dalam buku pak Romli dan beberapa orang menyebut ICW menerima dana dari KPK sebanyak 500 juta, padahal justru sebaliknya. ICW menampung dana-dana dari masyarakat, pembangunan gedung KPK dan itu kita serahkan. Ada berita acara penerimaan dan ada bukti transfer itu yang kita cantumkan. [oke] Tapi kok faktanya dibalik seolah-olah kita yang terima uang 500 juta dari KPK padahal kita yang menghimpun dana pembangunan gedung dan kita serahkan kepada KPK.*
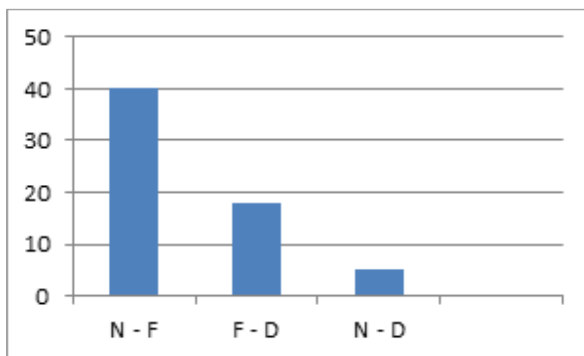

Fig. 3.   The distribution of overlaps.

The diagram showed that the overlaps between interviewer's and Fredric's utterances were the highest among all interactions. By means of the same notion of the highest interruptions of Fredic and interviewer, the overlaps in the interactions of interviewer and Fredic were due to the controversial comments and ambiguous answers of Fredic.

The overlaps of the interaction among the interviewees were 18 which was a half of the interviewer – Fredic's overlaps. It was because of the different statements they made on the queries delivered by the interviewer. The overlaps occurred when both of them tried to elaborate their previous statements or comments.

From the example of the interactions between Fredic and Donal (see TABLE I), it showed that both of them tried to convince the audiences that they stated the truth by interrupting the other's turn of speaking. Since both of them wanted to hold the floor, the overlaps occurred frequently.

Related to the types of overlaps occurred in the interview, there were competitive and non-competitive overlaps [6]. The example displayed above showed the competitive overlaps since both of them tried to take the floor of speaking. Meanwhile, the other overlaps occurred in the interview can be considered as non-competitive overlaps. Therefore, the non-competitive overlaps was divided into four types, namely terminal overlaps, continuers, conditional access to turn, and choral [6]. Only three of the overlap types occurred in the interview. Those types were terminal overlaps, continuers, and choral. The computation of the distribution of these types was presented below.
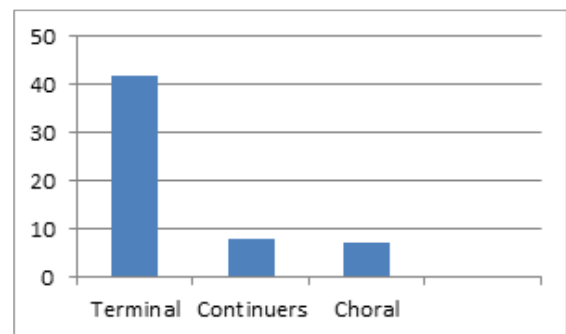

Fig. 4.   The distribution of overlaps types.

From the diagram above, it was showed that most of the overlaps were terminal types. The continuers type of overlaps occurred in the interview were in the form of backchannels from the interviewer. Meanwhile, the choral type of overlaps occurred was in the form laughter.

IV. CONCLUSION

"*Catatan Najwa*" was a political news interview which was in the form of face to face conversation. Though it did not involve any audience, the interactions between the interviewer and the interviewees were considered as a high density. It can be seen from the discussion that there were a lot of overlaps and interruptions occurred, mainly between the interviewer and Fredic. Fredic who was invited as a participant with the role of answering or responding the queries gave a lot of controversial comments and ambiguous answers. It drove Najwa Shihab as

the interviewer to make interruptions and overlaps to ask for clarification and confirmation. Then, it affected the latching between utterances. There were only limited pause occurred. Although there were a lot of interruptions and overlaps, the interview was kept structured since the turn taking given and stolen had wide range.

Since the focus of the research was limited to turn taking organization as the indication of the interactions of the political news interview, it only captured a small part of the bigger interactions. It is recommended for conducting the similar research with paying attention to the cultures and gestures.

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