

ABSTRACT

Dhelta Hery Khusuma, 2018. "An Analysis of Preferred and Dispreferred Responses on the Telephone Conversation Used by the English Students at English Study Program of FKIP UIR".

Keywords: *Communication, Telephone conversation, Adjacency pairs, Preferred and Dispreferred Responses.*

Communication is a synthesis of three components: message, information, and understanding. In telephoning conversation, communication can be transferred easily. Adjacency pairs is the branch of discourse analysis, and the Preferred and Dispreferred Responses are the units of adjacency pairs that used to know the respond of interlocutor especially the English Students at English Study Program of FKIP UIR that using telephone on their communication. This study has analyzed Preferred and Dispreferred Responses on the Telephone Conversation Used by the English Students at English Study Program of FKIP UIR in order to obtain the results of interlocutor responses.

The Preferred Responses are; Request - Acceptance, Offer - Acceptance, Assesment - Agreement, Question - Expected Answer, and Blame - Denial. The Dispreferred Responses are; Request - Refusal, Offer - Refusal, Assesment - Disagreement, Question - Unexpected Answer or Non-Answer, and Blame - Admission.

The highest percentage of preferred response is Question - Expected Answer 31 (57,4%), and the lowest is Blame - Denial 0 (0%) . The highest percentage of dispreferred response is Request - Refusal 4 (7,4%), and the lowest are 3 types such as; Assesment - Disagreement, Question - Unexpected Answer or Non-Answer, and Blame - Admission 0 (0%).