

## TABLE OF CONTENTS

	<b>Pages</b>
<b>ACKNOWLEDGMENT</b> .....	<b>i</b>
<b>ABSTRACT</b> .....	<b>iii</b>
<b>TABLE OF CONTENTS</b> .....	<b>iv</b>
<b>LIST OF TABLES</b> .....	<b>vi</b>
<b>CHAPTER I INTRODUCTION</b> .....	<b>1</b>
1.1. Background of the Problem .....	1
1.2. Setting of the Problem .....	5
1.3. Limitation of the Problem .....	5
1.4. Formulation of the Problem .....	6
1.5. Objectives of the Research .....	6
1.6. Significance of the Research .....	7
1.7. Definition of the Key Terms .....	7
<b>CHAPTER II THEORETICAL FRAMEWORK</b> .....	<b>9</b>
2.1. Adjacency Pairs .....	9
2.1.1. The Concept of Adjacency Pairs .....	9
2.1.2. Structure of Adjacency Pairs .....	11
2.1.3. Preferred and Dispreferred Responses .....	12
2.1.4. Types of Preferred and Dispreferred Responses .....	13
2.2. Telephone Communication .....	15
2.2.1. The History of the Telephone .....	16
2.3. The Transcript of Conversation .....	19
2.4. Past Study .....	19

<b>CHAPTER III RESEARCH METHODOLOGY .....</b>	<b>21</b>
3.1. Research Design .....	21
3.2. Location and Time of the Research .....	21
3.3. The Population of the Research .....	21
3.4. The Sample of the Research .....	22
3.5. The Instrument of the Research .....	22
3.6. Data Collection Technique .....	24
3.7. Data Analysis Technique .....	24
<b>CHAPTER IV RESEARCH FINDING .....</b>	<b>25</b>
4.1. Data Description .....	25
4.2. Data Analysis and Finding .....	26
4.2.1. Request - Acceptance/Refusal .....	27
4.2.2. Offer - Acceptance/Refusal .....	30
4.2.3. Assesment - Agreement/Disagreement .....	32
4.2.4. Question - Expected Answer/Unexpected Answer .....	35
4.2.5. Blame - Denial/Admission .....	37
<b>CHAPTER V CONCLUSION .....</b>	<b>38</b>
5.1. Conclusion .....	38
5.2. Suggestion .....	39
<b>REFERENCES .....</b>	<b>40</b>
<b>APPENDICES .....</b>	<b>42</b>

Dokumen ini adalah Arsip Milik :

Perpustakaan Universitas Islam Riau

## LIST OF TABLE

	<b>Pages</b>
<b>Table 3.1.</b>	
The Blue Print of Analysis .....	22
<b>Table 4.1.</b>	
Classification of Form of Preferred Response and Dispreferred Response ....	26
<b>Table 4.2.</b>	
Data classification of Request - Acceptance/Refusal Form .....	29
<b>Table 4.3.</b>	
Data classification of Request - Acceptance/Refusal Form .....	31
<b>Table 4.4.</b>	
Data classification of Assessment - Agreement/Disagreement Form .....	33
<b>Table 4.5.</b>	
Data classification of Question - Expected Answer/Unexpected Answer .....	36

Dokumen ini adalah Arsip Milik :

Perpustakaan Universitas Islam Riau