CHAPTER II

THEORETICAL FRAMEWORK

2.1. Adjacency Pairs

Adjacency Pairs are important patterns in the structure of conversation. the following concerns the definition of adjacency pairs and an overview of three typical adjacency pairs including greetings, compliments and directives respectively.

Communication is a synthesis of three components: message, information, and understanding: communication comes into being, when its understood that an information is imparted (Luhmann).

Communication according to Luhmann

Message ____ **Information** ____ **Understanding**
Selection Selection Selection

alter via Speech/Writing ego

imparted information≠understood information

2.1.1. The Concept of Adjacency Pairs

Talk is organized by turn-taking in everyday conversation. Speakers often resort to certain norms to make sure that the talk is distributed on a turn-by-turn basis. A smooth patern would be one that “one speaker speaks at a time, and speaker changes recurs”, Coates (2004: 111-112). What is

closely related with the turn-taking system is automatic paired utterances called adjacency pairs.

Levinson offers a definition of adjacency pairs provided by, Schegloff & Sacks (1973) who define adjacency pairs according to the characteristics of: (i) Being adjacent, (ii) Produced by different speakers, (iii) Ordered as first part and a second part, and (iiii) Typed, so that a particular first part requires a particular second part. Typical adjacency pairs include greeting-greeting, question-answer, offer-acceptance/rejection patterns, (Levinson, 1983: 303).

In conversation analysis, an adjacency pair is a two-part exchange in which the second utterance is functionally dependent on the first. Then, as exhibited in conventional greetings, invitations, and requests, Nordquist (2015). An adjacency pair is a unit of conversation that contains an exchange of one turn each by two speakers. Conversation is organised into pairs of functionally related turns, such as question-answer, greeting-greeting, or offer-acceptance, Atkinson & Drew (1979:58).

(Levinson, 1983: 336) provides examples of adjacency pairs as found in English.

FIRST PARTS:					
	Request	Offer	Assessment	Question	Blame
SECOND PARTS:					
Preferred:	Acceptance	Acceptance	Agreement	Expected Answer	Denial
Dispreferred:	Refusal	Refusal	Disagreement	Unexpected Answer or Non-Answer	Admission

2.1.2. Structure of Adjacency Pairs

Three characteristics of adjacency pairs can be noted.

1. The two parts are and are uttered by different speakers. A speaker who makes a statement before answering a question sounds strange because the parts of the adjacency pairs are non consecutive.
2. The two parts are ordered. The answer to a question can not precede the question in ordinary conversation one can not accept an invitation before it has been offered and an apology can not be accepted before uttered.
3. The first and second parts must be appropriately matched to avoid add exchanges.

2.1.3. Preferred and Dispreferred Responses

The utterance of one speaker makes a certain response of the next speaker very likely. The acts are ordered with first part and second part and categorized as question-answer, offer-acceptance and so on. Each first part creates preferred and dispreferred response.

They can be categorized as:

1. Preferred Second.

   Preferred second has an unmarked sequence, which is expected. For example,

   A: I think Ralph is a good writer

   B: I think so too.

   Therefore, question - answer; an offer - acceptance, an invitation - acceptance, a greeting - greeting, a complaint - apology, etc are the examples of Preferred Seconds.

2. Dispreferred Second.

   Dispreferred second is a marked and unexpected response. They are typically delivered: (i) After a significant delay, and (ii) With some reason of why the preferred second can not be performed. For example,

   A: Would it be possible for you to meet me tomorrow?

   B: Well, I doubt it.

   An offer - rejection, a proposal - rejection, an invitation - refusal, etc are the examples of Dispreferred Second.

2.1.4. Types of Preferred and Dispreferred Responses

According to Levinson (1983: 336) provides examples of adjacency pairs as found in English.

a. Request - Acceptance/Refusal

Request - Acceptance/Refusal type is a type of adjacency pairs which is uttered when the person needs or asks someone to do something. There are 2 responses of this type: acceptance and refusal. Acceptance indicates the preferred response, while refusal indicates the dispreferred response.

b. Offer - Acceptance/Refusal

Offer - Acceptance/Refusal type is a type of adjacency pairs which is produced when the person wants to do something with intend to offer aid, service or etc. There are 2 responses of this type: acceptance and refusal. Acceptance indicates the preferred response, while refusal indicates the dispreferred response.

c. Assesment - Agreement/Disagreement

Assesment - Agreement/Disagreement type is a type of adjacency pairs which is produced when a person assesses something/someone. There are 2 responses of this type: agreement and disagreement. Agreement indicates the preferred

response, while disagreement indicates the dispreferred response.

d. Question - Expected Answer/Unexpected Answer

Question - Expected Answer/Unexpected Answer type is a type of adjacency pairs which is produced when a person asking the question about something to someone. There are 2 responses of this type: expected answer and unexpected answer/non-answer. Expected answer indicates the preferred response, while unexpected answer/non-answer indicates the dispreferred response.

e. Blame - Denial/Admission

Blame - Denial/Admission type is a type of adjacency pairs which is produced when a person getting angry to someone. There are 2 responses of this type: Denial and Admission. Denial indicates the preferred response, while admission indicates the dispreferred response.

2.2. Telephone Communication

According to Harper (2016) stated that the importance of telephone communication are:

a. Personal and Immediate

Short aof talking with someone face-to-face, a phone call is the best way to get a personal response. Phones call have a vocal backup in the form of voice mail. The caller can leave a detailed voice message, without the restriction of a certain number of characters or typing a text message on a tiny cell-phone keypad.

b. Effective

On the telephone, voice tone give dimension and emotion to words, increasing the effectiveness of the communication. Certain body language, such as smiling and standing while talking, may come through in the conversation.

c. Interactive

Teleconferencing calls bring people together from all over the organization at a fraction of the cost of travel and meeting facilities. Conference calls can be used in conjunction with video conferencing to view presentations, ask questions via the internet and discuss answers will all attendees.

d. Confidental

Some communications, such as condolences, disciplinary issues, sensitive and confidental issues, should be handled with a personal phone call.

e. Safe

Making phone calls while driving may be hazardous, but Bluetooth technology makes hands-free dialing and conversation safe - freeing up travel time to provide availability for business calls.

2.2.1. The History of the Telephone

Alexander Graham Bell was born on March 3, 1847, in Edinburgh, Scotland. He had two brothers, but both passed away from tuberculosis by the time Bell was (20 years old). When he was born, his given name was just Alexander Bell. Both of his brothers had middle names, and Alexander pleaded with his father for a middle name as well. When Bell was 11 years old, his father allowed him to take the middle name of Graham, which was the last name of a family friend. Bell's mother was deaf, and his father and grandfather were famous in England for their work in a field of speech development called elocution. This inspired Bell to study speech and communication as well. At 12 years old, Bell invented a de-husking machine for his friend's family grain mill. The machine Bell built was used by that family for many years. It was Bell's first in a very long line of practical and famous inventions.

In 1867, Bell and his family moved to London so that he and his remaining brother could study at better schools. Prior to moving to London, Bell had been experimenting with using electrical current to send sounds from one place to another. He set up a telegraph wire from his Somerset College room to the room of a friend in a different building. Later that year, Bell's second brother passed away. The family mourned, but Bell and his father were in the middle of a tour of English colleges doing demonstrations on speech innovations, including sign language and advanced lip-reading techniques. Bell and his father had created a laboratory where they were conducting their experiments, and they had several techniques that were getting the attention of speech experts from all over the country.

In 1870, Bell was working himself to the point of exhaustion. His parents did not want to lose their remaining son, so they decided to sell all of the family's belongings in the United Kingdom and move to Canada. After stopping in the province of Quebec, the Bells settled in Paris, Ontario. Alexander Graham Bell immediately put together a new laboratory and continued his experiments. One of Bell's first accomplishments in Canada was to put the unwritten language of the Mohawk tribe into a format that could be written and reproduced. The Mohawk tribe honored Bell for his accomplishments, and his achievement made him famous in North America.

Bell became a professor in elocution at Boston University and decided to split his time between his Ontario home and Boston. By 1873,

Bell's working habits and travel schedule had a serious effect on his health. He decided to stay in Boston and advance the work he had started in London on transmitting sound using an electrical current. By the time he decided to focus on what was referred to as the acoustic telegraph, Bell was forced to give up lecturing and settle into a more relaxing routine. Bell did not want to stop teaching and traveling, but his health forced him to stop.

In 1876, Bell had advanced his work to the point where he was able to transmit sounds using a method that involved a needle vibrating in water, which caused the electrical current to change. The change in current was what transmitted the sound. It was this water-based device that Bell used to utter the words "Mr. Watson, come here, I want to see you" to his assistant, Thomas Watson, who was listening in another room on another of the same device. Bell was awarded his patent for the telephone on March 7, 1876. An inventor named Elisha Gray had filed an intent to get a patent for a very similar invention on February 14, 1876: The U.S. Patent Office's decision to award the patent to Bell remains a point of contention among historians and members of the Gray family to this day.

In August 1876, Bell was able to conduct a demonstration of his telephone by using two telegraph offices that were five miles apart. Using only the existing telegraph lines, Bell was able to conduct the world's first phone call in front of an audience of amazed onlookers. Later that year, Bell and his financial backers offered to sell the patent for the telephone to

Western Union, but Western Union dismissed the telephone as a useless toy that would never amount to anything. That inspired Bell and his partners to keep the telephone patent for themselves, and the rest, as they say, is history.

2.3. The Transcription of Conversation

According to Sabine Kowal and Daniel C. O'Connell that cited by Flick, Kardorff and Steinke: (2000, page 248) Transcription is understood as the graphic represetation of selected aspects of the behaviour of individuals engaged in a conversation (for example, an interview or an everyday chat).

Transcription involves *transcribers, a system of notation*, the product in the form of a *transcript*, and the *transcript readers.*

2.4. Past Study

1. Desri Maria Sumbayak (2013), English Department of FKIP UNRI "CONVERSATION ANALYSIS ON AN INDONESIAN TELEPHONE CALL".

   She found that the conversation flows simultaneously with a little numbers of overlaps, repairs and clariffication seeks. There is also a tendency that Indonesian speakers produce wordy sentences particularly at opening and closing stages. The excessive sentences for opening and closing could be considered as politeness in Indonesian context.

2. Hamidah Nur (2016), UIN Sunan Ampel Surabaya

   "ANALYSIS OF ADJACENCY PAIRS IN "FROZEN": A MOVIE BY CHRIS BUCK AND JENNIFER LEE".

   She found that the result of this study shows that the data include 194 types of adjacency pairs. Those data were classified into 11 types. Besides, there are 55 feedbacks of dispreferred response which were classified into 7 forms of feedback. The findings reveal that the highest type of adjacency pairs is Question-Answer, while the lowest type is Invitation-Acceptance/Refusal. Meanwhile, the highest form of feedback of dispreferred response is Attitude, while the lowest form is Act + Expression.

3. Anwar (2010), Department of Culture and Communication Master's program

   "MISUNDERSTANDING IN TELEPHONING INTERACTION" A QUALITATIVE STUDY OF HOW NON-NATIVE INTERACTANTS MANAGE MISUNDERSTANDING IN A MEDIATED COMMUNICATION".

   He found that too many miscommunication and misunderstanding that inflicted on conversation between Chinese and Pakistani in their telephone interactions with each other.