CHAPTER I

INTRODUCTION

1.1. Background of the Problem

Language has two functions in communication, they are transactional and interactional. In interactional function, language to keep and save social relation in the formulation of information is not so important, but what is important is interaction. The role of grammar in this case is rather ignored since the main concern is the hearer able to understand the speaker's utterance. Whenever the hearer understands what it said by the speaker, the hearer can give response to the speaker. Through this kind of activity, the interlocutors make conversation in which patterns of turn taking are formed.

Communication is a synthesis of three components: message, information, and understanding: communication comes into being, when its understood that an information is imparted (Luhmann 1992).

Moreover, In the social dimension these components are ascribed to at least two abstracted person. Person a (=ego), who understands, and person b (=alter), who imparts. The imparted information can't be identical to the understood information.

Telephone conversation is a conversation over the telephone. The use of speech for informal exchange of views or ideas or information. We can define telephoning conversation as an exchange of information between two persons

over telephone. This is not a face-to-face conversation rather a person-to-person conversation where nobody sees other but hears each other and interacts instantly. Telephoning conversation is most effective when distance is longer and time is a great factor. Now-a-days cell phones are becoming more popular along with land phone as mechanical media of oral communication.

In conversation analysis, an adjacency pair is a two-part exchange in which the second utterance is functionally dependent on the first, 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).

Furthermore, These are the example of preferred and dispreferred responses: when someone proposes, he expects of *Yes* or *No* answer. A *Yes* is a preferred response to *No* which is considered as dispreferred response.

When someone said compliment, it must be expected a thank you. Sometimes expect modesty: What a lovely meal. Oh its nothing, its a very simple recipe. That is a preferred response.

Having telephone conversations in a second language can be very stressful. If you do not know what to say, it is very common to feel nervous in any conversation. This is true even when speaking in your native tongue. One of the

main reasons people get nervous is because they are not prepared and know they might make mistakes during the conversation.

Moreover, Indonesian people have to purchase credit of their telephone to make their celular phone still online and be able to communicate with the others. Maintaning the query the balance is the great factor to keep the conversation go on. If you have a phone bill, Ask your landlord for the proof of payment for the last phone bill prior to your move in as well as the location where your phone bill should be paid.

Furthermore, Problems with telephone in Indonesia are the rainy season and the tower of signal getting struck by lightning or tunderstorm. All of disadvantages above make the people talk directly, simply and aimed to the topic. It makes this research is going to be easy in analizing the data.

The researcher interested in this titled about preferred and dispreferred responses in telephoning conversation because of the communication is the important thing that needed by human being. Especially in technology period, the handphone is something that conecting the people to another who stand on long distance. In generally, the human needs the feedback from the interlocutor to make the communication better, there are; expected and unexpected response. Furthermore, based on the preferred and dispreferred data from the telephoning conversation, the researcher is going to analyze and formulate into the table in order to obtain the information about the percentage of the sample and give the contribution to the discourse analysis study.

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The writer interested in this titled about preferred and dispreferred responses such as; request-acceptance/refusal, offer-acceptance/refusal, assesment-agreement/disagreement, question-expected answer/unexpected answer or non-answer, and blame-denial/admission in telephoning conversation because of the communication is the important thing that needed by human being. This

research entitled "*An Analysis of Preferred and Dispreferred Responses on the Telephone Conversation Used by the English Students at English Study Program of FKIP UIR*".

1.2. Setting of the Problem

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. Telephone conversation is a conversation over the telephone. The use of speech for informal exchange of views or ideas or information. We can define telephone conversation as an exchange of information between two persons over telephone.

1.3. Limitation of The Problem

There are some devices of preferred and dispreferred responses on the telephone conversation used by the English students in English for Office Class at English Study Program of FKIP UIR. This research has focused on Preferred, such as; request-acceptance, offer-acceptance, assesment-agreement, question-expected answer, and blame-denial. Dispreferred Responses, such as; request-refusal, offer-refusal, assesment-disagreement, question-unexpected answer or non-answer, and blame-admission.

1.4. Formulation of the Problem

Based on the statements above, the writer has formulated the research problems as the follows :

1. What are the forms of the preferred and dispreferred responses on the telephone conversation used by the English students at English Study Program of FKIP UIR?

2. What are the percentages of the preferred and dispreferred responses on the telephone conversation used by the English students at English Study Program of FKIP UIR?

1.5. Objectives of the Research

In the relation to the above problem statement, the writer has formulated the following research objectives :

1. To find out the forms of the the preferred and dispreferred responses on the telephone conversation used by the English students at English Study Program of FKIP UIR.

2. To find out the percentages of the the preferred and dispreferred responses on the telephone conversation used by the English students at English Study Program of FKIP UIR.

1.6. Significance of the Research

The significances of the research are to find out as follows :

1. Theoretical Benefit

   The result of this study is to contribute the adjacency pairs and that can be used as the variance of adjacency pairs research especially on Telephone Conversation.

2. Practical Benefit

   a. For other researcher

      This research can be used to add references found by other researchers previously.

   b. For the student

      The result of this study can be used to add reference for other students when they are interested to conduct the research with the same problem.

1.7. Definition of the Key Terms

1. **Conversation** is discourse mutually constructed and negotiated in time between speakers; it is usually informal and unplanned (Cutting, 2002: 28). In this study means that conversation is depend on what they want to talk about of both of speakers.

2. **Telephone conversation** is an exchange of information between two persons over telephone (Bizcom_coach, 2015). In this study means that conversation on the telephone used by human to send and to accept the message through spoken.

3. **Adjacency pairs** is the relation between acts, and that conversation contains frequently occuring patterns, in pairs of utterances (Cutting, 2002: 28). In this study means that 2 humans do conversation and inflict the patterns like question-answer, and etc.

4. **Preferred Responses** are those that are culturally expected, they are the ones that feel the most 'natural' (linguisticszone,2007). In this study means that basically, humans need expected response in their conversation.

5. **Dispreferred Responses** are those that are not expected, but they are not necessarily rude if phrased properly (linguisticszone,2007). In this study means that the unexpected response is dispreferred response and not always rude in answering the question.