

TURN TAKING STRATEGIES BY *EQWIP HUBS* COMMUNITY

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ABSTRAK

Artikel ini membahas tentang bagaimana strategi dalam mendeskripsikan percakapan menggunakan pengambilan giliran bicara “turn taking”. *Turn-taking* ini bertujuan untuk menganalisis pembicara dan partisipan dalam berinteraksi di dalam komunitas Eqwib Hubs. Penelitian ini menggunakan penelitian deskriptif. Sumber data penelitian ini diambil dari dialog lisan partisipan dan pembicara. pengambilan data menggunakan teknik perekaman yang berbasis transkripsi dialog. penelitian ini menggunakan teori strategi “turn taking” yang digunakan partisipan dalam berinteraksi dan untuk menganalisis alasan dibalik penggunaan *turn taking*. permasalahan yang di teliti dalam permasalahan ini adalah ; strategi apa yang digunakan oleh partisipan dan efek apa yang timbul dalam penggunaan *turn taking*. hasil penelitian ini menunjukkan interaksi penggunaan “turn taking “yang didominasi oleh partisipan yang merasa ingin tahu lebih detail tentang pembicaraan yang sedang berlanjut dan juga menjadi tahu strategi apa yang palings ering digunakan oleh partisipan dan si pembicara.

Kata kunci: *turn taking* , *analisis percakapan* , *analisis wacana*

ABSTRAK

This study discusses the turn taking strategies in conversations. The purpose of turn taking is to analyze the way the participants and the speakers deliver their argument into conversation using turn taking strategies. This study using qualitative research. The source of the data is the transcription of the participants’ dialogue during their discussion. This study using the turn taking strategies which is used by the participants and to analyze the reasons behind the conversation. the main issues in this research are; What turn taking strategies are used by the participants in Eqwib Hubs community? And Why do the participants use those turn taking strategies. the results of this study showed the interaction of the use of "turn taking" which is dominated by participants who feel curious about the conversation and also become aware of what strategies are most often used by the participant and the speaker.

Keywords: *Turn taking*, *Conversation analysis* , *discourse analysis*

INTRODUCTION

When people in social life, they have to use good language to communicate with others. Using a good language in social life can give an effect to personality. People cannot speak freely when they communicate to others. Building a conversation is easy because people always have topics in their mind to share. Having such topics makes them more look like friendly for somebody who does not know each other. Most of them feel free to talk about everything since it is not their privacy. But, even though people can have a conversation with stranger, they have to control the topics. In general conversation, there is a basic conversation I speak – you speak – I speak – you speak becomes the basic structure of talk in any conversation and each participant has the right of speak, then it is called as the floor. In every human interaction, sometimes the turn to speak does not work correctly. Turn taking is one of the basic mechanisms in conversation to maintain turn to talk. This study is interested in analyzing the turn taking strategies that used by the participants of Eqwib Hubs Community.

Eqwib Hubs Community is a social community that connects participants from various universities in Surabaya. It has seven native speakers from Canada and the participants are from various universities. Eqwib Hubs Community has more than 20 members. Every month Eqwib Hubs Community holds events such as movie night, girls' night, or discussion session to discuss so social issues or going to public places in Surabaya. Everything that happened in their discussion and related to the turn taking strategies is analyzed. While they are discussing some common issues, it could be a little bit complicated because everybody has their own argument or opinion about something which they have to say. From that phenomenon, researcher can know how they response other's arguments. When someone gets turn to speak, he/she also has strong reasons behind it to win his/her argument. When someone is sure on his thought, everything is naturally come up. Turn taking strategies have the important roles in analyzing the discussion.

Findings

Based on the Yule's theory there are three strategies of turn taking. There are overlap, interruption, and backchannel signal. Most of the participants use all of those turn taking strategies to deliver her/his responses. Overlap is one of the

strategies that are often used by the participants because sometimes the participants are confused or lack of information then another participant tries to complete the argument. Therefore, interruption is rarely happened in this discussion. The participants also uses backchannel signal to give the signals for another participant that he/she listening in this discussion session. Sometimes in a human interaction consists of two or more participants, overlapping can be the one of interestingly conversation because it can make participants more enthusiastic to follow the rhythm of the conversation. Even though if overlapping in a conversation is a formal then the overlap must be controlled by the speaker so the formal conversation does not ruin by the overlaps.

Interruption as a strategy is very dangerous way in turn talking. This strategy can bother the conversation flow because the speakers can compete the turn to talk. The things that can cause the interruption is when the next speaker suddenly speaks while current speaker is speaking and it may suddenly change their topic which is not related to the previous topic. When participants deliver their arguments, another speaker needs to be understood by the hearer. It can be signaling in different ways such as head nods, gestures, smile and another faces expression. Those signals really help the speakers to continue their argument and also it can make the hearer explain more what's on their mind. The types of signals ('uh-uh', 'yeah', 'mmm') provide feedback to the current speaker that the message is being received. They normally indicate that the listener is understood what the message about. Overall, backchannel signal should take a look first at what context it use to find out if it is to hold the urn or give a positive responses to the current speaker that the listener is listening and all of the messages has been rejected.

According to the Paltridge (2006), conversation analysis has certain aspect of spoken discourse such as adjacency pairs, turn taking, preference organization, feedback, repair, discourse markers, conversational openings and closing and response tokens. According to (Hoey & Kendrick, n.d.), in Conversational Analysis, talk is seen as a vehicle for action. The participant has interaction to talk not for propositional content, not as simple medium of information transfer but because they want to get the actions getting done through talk such as asking,

requesting, complaining, noticing, and so on. It means that conversation analysis is an approach to the study of talk which is to examine how spoken discourse organized by the participants such as who the next speakers and how they can get their turn to speak, and so on.

People have to know the rules to maintain their conversation, because it can make their conversation smoothly occurred without gap or anything to make their conversation broke. Through the process of the social interaction, people can reach mutual understanding by other people and the coordination of human conduct. It tends to analyze everyday spoken interaction such as waiters and consumers at the cafe, interview, discussion and so on. Conversation Analysis has some particular transcription conventions to be understood by the writer and the reader in order to give easy understanding about what happen in that conversation. Most analyses begin with an observation of something in the recorded data. Transcription convention become the basic rules in doing conversation analysis, the function of this transcription is to know what happen in that interaction, to know when the speakers are silent, pauses their speech, give some responses. Most of the Conversational analysis is to understand how turn taking works between the participants and their interaction. The structure of interaction are pairs of utterances, statement-responses, such as if any speakers ask a question, then the interlocutors usually answer it.

Based on the data which were taken from the participants of Eqwib Hubs Community, the researcher analyzed the types of turn taking strategies that were used by the participants using Yules's theory (1996) and the reason and the effect of those turn taking strategies using Sacks *et al*'s theory (1974). The data were in word form of sentences, words, and phrases. According to (Jones & Bratlett) descriptive qualitative method is referred to social processes, respect the meaning of individual sign to what happen around him or her. The words collected were based on the observations, interview, documents, questionnaire open response items, oral reports, diaries and discourse analysis. Subject of this research is participants in Eqwib Hub Community.

Eqwib Hub Community is a social community that connects participants from various universities in Surabaya. It has seven native speakers from Canada and the participants are from various universities. Eqwib Hubs Community has more than 20 members. Every month Eqwib Hubs Community holds events such as movie night, girls' night, or discussion session to discuss social issues or going to public places in Surabaya. The transcription of the participants' dialogue and discussion in Eqwib Hubs Community are used as the data of this research. The data are in the form of speech, utterances, words, and phrases. In the process of collecting the data, researcher used observation and taking notes data techniques. Using observation as a data collection technique is important because from this technique, it made the process of choosing the data to be analyzed easy. Many qualitative studies include single cases with few people in it which needs observations schedule, questionnaires, and test.

Table 1. Research Questions

Research Questions	Aspects
RQ-1 (What are turn taking strategies used by the participants in Eqwib Hubs Community?)	1. Sentences, Words, and Dialogue 2. Types of turn taking strategies also provide the evidence. Yule, pragmatics ((1996))
RQ-2 (Why do the participants use those turn taking strategies?)	1. The reasons of the participants using those turn taking strategies. 2. The effects of using turn taking strategies Sacks <i>et al</i> (1974)

DISCUSSION

Based on the Yule's theory there are three strategies of turn taking. There are overlap, interruption, and backchannel signal. Eqwib Hubs usually has a schedule , twice a week they will gather in discussion class. The location is on bratang road, Surabaya. Eqwib Hubs is a social community that have participants from another background. Most of the participants use all of those turn taking strategies to deliver her/his responses.

When people have conversation, most of them could be very excited to talk. Because of the excitement, sometimes overlap is happened any time. It is happened when the current speaker is lack of giving the information and the other speakers want to complete his/her talk. Overlap gives positive meaning in conversation because when someone does overlaps he/she wants to complete the information without tendency to take over the floor. Each of data has differences. Overlap makes the conversation becomes attractive and makes people being more enthusiasm about certain topic. Even though this strategy out of the rules in conversation because people should wait until the speakers finish her/his speech or the next speaker should wait until TRP comes.

Interruption as a strategy is very dangerous way in turn talking. This strategy can bother the conversation flow because the speakers can compete the turn to talk. The things that can cause the interruption is when the next speaker suddenly speaks while current speaker is speaking and it may suddenly change their topic which is not related to the previous topic. When people have a conversation or discussion they should have one voice to hear at that time. In the conversation when someone is speaking then another speaker should wait until he/she finishes their speaking or the next speakers should wait until TRP comes. But if the current speaker is holding the floor, it makes the current speakers avoid TRP. Then this strategy can be used to hold the floor in conversation. The speakers who are listening to the current speaker will give signals like *emm, yep, ah hah, okay* and so on. With this strategy it can be seen that another participant gets the point of the discussion or to show the enthusiasm by following the flow of the discussion. The turn strategies appear among the participants to construct their opinion or their statement.

It is the same turn strategies from (Yule, 1996) emphasizes that there are three types of turn taking strategies. Those are overlap, interruption, and backchannel signal. During the discussion session, all of the participants use turn taking strategies in every section. But also there is an effective and ineffective ways when they use those turn taking strategies. Overlap is the one of the effective way to get the turn to talk. When the participants lack of the information, other participants can add the information by using the overlap. (Sacks) stated that

interruption is the one of the violation of the current speakers' right to the floor and disturbs the flow of the conversation. Meanwhile, the strategy of backchannel signal can make the flow of the conversation run smoothly. There is no overlap or interruption when the speakers use this strategy. (Yule, 1996) stated that backchannel signal indicates that the other participants are listening and understanding what the topics about. Other participants can give the signal such as *hmm, uhh, yeap, okay* which indicates that the messages of the discussion is successfully delivered. There are so many overlaps, interruptions, and backchannel signals construct in this discussion session. Most of them have the similarities of the reason why they use turn taking strategies to get the turn to talk. There are some reasons appeared behind those turn taking strategies such as signaling, responding, questioning, and so on. People allow to do overlap or interruption to other participants to ask or to clarify some issues to get clear information. According to (Yule, 1996), fillers are used by the speakers to maintain the floor in the conversation by thinking at the time.

Table 2. Turn Taking Strategies

Types of Turn Taking Strategies	Reason and Effect
Overlap	Reason : -it can happen when the current speaker is lack of information and the other speaker try to complete the information. -overlap occurs because the participants want to take the part in conveying experiences or other information related to a particular issue. Effect : can make discussion run smoothly without any disruption
Interruption	Reason : showing of someone's curiosity about something. Effect : it can bothering other speakers when he/she try to de liver opinion
Backchannel Signal	Reason : -showing of enthusiasm of someone who listening to the other speaker. Effect : the discussion become more attractive and the participants will be interest in the discussion.

CONCLUSION

The data of the research were taken from the utterances and dialog of the participants during the discussion in Eqwib Hubs Community. There are some sentences that were chosen as the data to be analyzed. First, there are found three types of turn taking strategies that are used by the participants of Eqwib Hubs Community. Those are overlap, interruption, and backchannel signal. During the discussion, the participants use overlap, interruption, and backchannel signal to control when she/he is talking. Second, the reason of using those turn taking strategies is to make the participants orderly to talk. They cannot cut in the middle of the conversation when other participants are talking. The participants should wait until his/her turn to speak. Using those turn taking strategies also can construct their opinion and statement. The flow of the discussion session can run smoothly because all of the participants do not break the rules. Every person has their own way to deliver their opinion but in every human interaction especially in discussion session, they have to appreciate others participant. Furthermore, from the finding of Research Question 1 and Research Question 2, they are related because when people have conversation, they do not break the rules or if it is happened it can make the conversation failed and the speakers do not get the point.

This research agrees with Yule's theory that there are three strategies in turn taking. The results of this research show that the participants in Eqwib Hubs Community use all of those turn taking strategies such as overlap, interruption, and backchannel Signal. The effect of using those turn taking strategies can make the discussion run smoothly without any debate and the participants can easily understand about the topic. Turn taking strategies make the participants talk orderly and control all the participants. Turn taking strategies appear in every time in discussion session.

Based on the conclusion, using turn taking strategies in discussion session and try to find out the reason behind it is interesting. It is because the researcher can analyze one by one of the participants how they deliver their opinion or how they hold the floor to keep her/his turns. For the next researcher who wants to use turn

taking for their study, it is better if they could find another case and observe from another perspective.

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