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## An Analysis Of Turn Taking Strategies Used By Joko Widodo In An Interview With Metro Tv

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**Abstracts:** The aim of this research is to find out the turn taking strategies, turn taking irregularities, and the reason of turn taking irregularities that used by the participants in the interview between Jokowi and Metro Tv entitled “Jokowi’s Moves Against Pandemic”. Problems raised in this research are: 1) What kind of turn taking strategies are used by the interviewee and interviewer?, 2) What kind of turn taking irregularities used by the interviewer and interviewee?, and 3) What is the reason of the interviewer and interviewee used turn taking irregularities? To answer the problems, qualitative research based on document or content analysis applied, since the data was in the form video of spoken words and sentences. The source of data in this research is the video and textual transcript of Jokowi’s interview with Metro TV. The result of this research shows that there are 110 data categorized as turn taking strategies, 57 taking the turn, 18 holding the turn, 35 yielding the turn. The researchers found 5 data categorized as turn taking irregularities, 3 overlaps, 2 interruption. And 5 data of reason of turn taking irregularities, that categorized in to 1

clarification, 2 correcting, 1 rejecting and 1 completing.

**Key words:** Conversation analysis, Turn taking strategies, Turn taking irregularities, Interview

### Introduction

Human is a social being. In society, human must communicate with each other. To create a communication, human use language as the medium. Sapir as cited by Thao and Herman (2020) define language as a purely human and non-instinctive method of communicating ideas, emotions and desires by means of a system of voluntarily symbols. Moreover, language is a tool communication that allows the people to communicate one each other and describe their purpose to keep interacting in showing new ideas (Herman, 2015; Hutabarat et al, 2020). It is chief vehicle by people to communicates ideas, information, attitudes and emotions to one another, and it is the principle means by which human beings create culture and transmit it from generation to generation. Thus, we can say language

is a system of communication or arbitrary vocal sounds which used by human to communicate and interact with each other in their everyday life. Language is very important in human live, in order to improve the quality of human social life. Language is ultimately important because it is the primary means through which humans have the ability to communicate and interact with one another.

Lunenburg (2010) stated that communication is the process of transmitting information and understanding from one to another (Sinaga et al, 2020). The elements of communication process are the sender, encoding the message, transmitting the message, receiving the message, decoding the message, and feedback. However, it is not sufficient to have just all these elements. Khan and Khan (2017) stated that communication is a dynamic process that need mind and courage to face the receiver and convey the sender's message in effective way. A communication is successful when the sender delivers the message in clear and understandable way. There should be cooperation and understanding between the sender and receiver. Communication between two or more people also called as conversation.

Conversation is an activity where two or more people use linguistics forms and nonverbal signals to communicate interactively. One form of conversation is face to face conversation by people around us, for example interview. Interview is a face to face conversation between interviewee and interviewer. According to Scott as cited in Jong & Jung (2015), interview is a purposeful exchange of ideas, the answering of questions and communication between two or more people. Interview can also be defined as an attempt to get maximum amount of information from someone.

Pragmatic is a study of how utterance have meaning in situations it means that it has consequently more to do with analysis of what

people mean by them (Pasaribu, Herman and Silalahi, 2019; Thao and Herman, 2020; Sinaga, et al, 2020). Thus, it can be said that pragmatic are more concerned with what people convey by using certain utterances than what the words in those utterances means. It is worth mentioning that in pragmatics, meaning is not considered to be as stable as linguistic forms. Pragmatics is a field of study that investigates those aspects of language that are context-variant. Discourse analysis resembles pragmatics. Discourse analysis also studies the use of language, but it different from pragmatics through its emphasis on the structure of texts and its concentration on longer chunks of language.

According to Paltridge (2012:64), discourse Analysis is a study of dicourse that deals with the structures and patterns of language in a text, taking into consideration the social and cultural contexts in which they are used. Discourse analysis is often mistaken as conversation analysis. Both of them have significant differences. Discourse analysis analyze both spoken and written language. Meanwhile, conversation analysis only study on spoken language. In other words, discourse analysis has larger field than conversation analysis (Abdullah, 2016:5).

Conversation Analysis is a technique developed relatively recently for examining and exploring spoken language. Conversation analysis is studied in pragmatics. Pragmatics is a branch of linguistics which studies about the structure of language as a communication tool between listener and speaker. It also studies the use of language in human communication as determined by condition of society. In pragmatics, there are many theories such as speech act, maxims, relevance and conversation implicature.

Conversation analysis is an approach that analyses about the way people take and manage their turn in a conversation. The basic rule of conversation

is one speaker speak at a time, after that the speaker nominate another speaker to speak, or another speaker may take the turn without being nominated. To prevent misunderstanding, all speakers must pay attention to the rules of conversation, in order to make the conversation go smoothly. The rules of the conversation are called Turn Taking Strategies.

Turn taking is the way conversationalist take and manage their turn in conversation. The function of turn taking is to make the conversation flows well. It begins when someone as the first speaker takes the turn to speak firstly. Then, another one as the second speaker get chance to speak when the first speaker seems to end his/her speaking. A basic form of conversation is to transfer from the current speaker to the next speaker at transition place. So, conversationalist do not speak all the time, they must wait for their turn to speak. There are three types of turn taking strategies, they are taking the turn (starting up, taking up, interrupting), holding the turn, and yielding the turn. Taking the turn is the strategy of speaker takes the turn in conversation. Holding the turn is the strategy of speaker carries on talking. Yielding the turn is the strategy of how the speaker gives a turn to the next speaker.

Fathimiyah (2016) stated that the basic rule in conversation is one speaker speak at a time. A good conversation, is when there is a correlation between the first speaker, message, the next speaker, and feedback. If a speaker keeps interrupting another speaker's turn to talking, it means that there is no good correlation between the speaker and listener, and it will cause misunderstanding between the speaker and the listener. To prevent misunderstanding, all speakers must pay attention to the rules of conversation, in order to make the conversation go smoothly. A good turn taking strategies is when the listener takes the part as a speaker when the first speaker finish talking.

For example :

Jokowi : The crowd also give a big side effect to the increase of the victim's number

Zilvia : So Sir, with the increase of the number, it indicates that there are still many of our citizen who do not comply the health protocol.

The substitution of turn position between the speaker to the listener and the listener to the speaker is called turn taking. Everyone need to know which point in conversation is right to talk and to listen. However, a lot of people do not follow the rules and they do not wait for their turn to speak in the right time. This could be caused misunderstanding, because the message from the speakers is not delivered properly. If a speaker does not make a nice turn taking by following the basic rule of conversation, by interrupt each other to express their ideas, feeling, and opinions, it is called as turn taking irregularities

Turn taking irregularities can be divide in to two types, they are overlap and interrupting. Overlap happens when the next speaker interrupts the first speaker, the last words from the first speaker are partly covered by the next speaker's words. On the other hand, interruption happens when the next speaker cuts the first speaker's words without giving a chance to the first speaker to finish it. Commonly, overlap and interruption happen because a speaker purposively infringes into a current speaker's turn to gain the turn for himself since the next speaker is not patient to wait for his turn and wants to take the turn right at that time.

The reason why the researchers examine turn taking are because this the important things to be learnt deeper, especially for people who intend to communicate or having interaction with other people in order not to hurt someone's feeling and to avoid misunderstanding between them. Afterwards, they will be able to respect the interlocutor, and make him understand on what the speaker is saying and relates

to the purpose of the conversation situation, people have to know how to state their opinion to the interlocutor in order to make his utterance arranged well, put the turn taking in the suitable spot, and make someone understand the meaning of the utterance. Then if they have exchanged their position from listener into speaker, by knowing turn taking will make their utterances spoken in suitable way, so they can avoid the offensiveness between them, because it can cause someone's anger.

The analysis of turn taking strategies has been conducted by few researchers. For instance, a research by Amira Fadhilah Aisyah (2017), in her research entitled *Turn Taking Strategies Employed by the Main Characters Franklin "FDR" Foster and Tuck Hansen in This Means War*, examine about turn taking strategies. This study tries to find relative power influencing turn taking strategies used by the main characters using a theory of Turn Taking Strategies by Stenstorm. Amira found that the turn taking strategy which mostly used in the movie is holding the turn especially filled pause/verbal filler. The difference between this research and Aisyah's is the objective of the study. Aisyah try to find out the relative power that influence turn taking strategies, meanwhile in this research, the researchers try to identify the turn taking strategies in an interview.

This study investigates the process of turn taking occurring in an interview. The exchange turns of the interviewee and the interviewer or one person take the turn of an interaction which happens unsimultaneously is commonly called as turn taking. In an interview, turn taking almost always occurs, moreover when the interviewee was asked about a big controversy or fascinating issues. In this research, the researchers will examine about Jokowi's interview with METROTV. This video was published in Youtube, in 26 November 2020. The researchers choose this interview as the object of the research because, in this interview, Jokowi, talks

about his move againts pandemic that become one of the biggest problem for Indonesia lately. There are several strategies that Jokowi talk about in this research, they are vaccine and grant for UMKM (Usaha Mikro, Kecil, Menengah). So, in this research, the researchers will examine about how Jokowi or the interviewer taking their turn to speak in the interview.

### **Research Methodology**

The researchers used qualitative method, since data did not use numeric or statistic form in the data analysis. In this research, the researchers used design of descriptive method which is a method of resource that attempt to describe and interpret the objects in accordance with reality. The descriptive method is implemented because the data analysis is presented descriptively. Creswell (2011:4) as cited in Pasaribu, Herman and Hutahaeaan (2020:15) stated that qualitative research is a research for exploring and comprehend the meaning individuals or groups a scribe to social or human problem (Silalahi, 2015).

In this study, the researchers used a document or content analysis as a research type research method, since the data or the content of this resesarch was in the form video of spoken words and sentences from the interview between Jokowi and Metro TV entitled "Jokowi's Move Againts Pandemic". According to Sinaga, Herman & Marpaung (2020), content anaysis is a research design that focused on analyzing and interpreting recorded material to learn about human behavior. The material may be public records, textbooks, letters, films or other documents. In content analysis, the data sorted and compared to summarize it into useful information.

### **A. Source of Data**

The source of data in this research is the video and textual transcript of Jokowi's interview

with Metro TV. The title of the interview is “Jokowi’s Move Againsts Pandemic”, retrieved from <https://youtu.be/14qamuIVaIU>. The duration of the video is 54:57. The video was uploaded to Youtube by Metro TV News at 26 November 2020. The researchers choose this interview as the object of the research because, in this interview, Jokowi talks about his move against pandemic that become one of the biggest problem for Indonesia lately. There are several strategies that Jokowi talk about in this research, they are vaccine and grant for UMKM (Usaha Mikro, Kecil, Menengah). So, in this research, the researchers investigated about how Jokowi or the interviewer taking their turn to speak in the interview.

## B. Research Instrument

The research instrument of this research is the video transcript of Jokowi and Metro TV interview in order to make the research process done easily, systematically, and completely. A transcript is a text version of all of the words spoken in a video. The researchers made the transcript by carefully watching and listening to the video for several times and typing out every word that is spoken. Besides that, the researchers used some tools to support the research process such as internet which is used to browse some related studies, YouTube which is used to get the video of interview between Jokowi and Metro TV.

## C. Technique of Data Collection

The technique that the researchers used in collecting the data in this research is Document. The data which was used in this research comes from Jokowi’s interview with Metro TV entitled “Jokowi’s Move Againsts Pandemic”. In the way of collecting the data, research uses Document, which some step is mentioned and explained as follows

### 1. Downloading the video

The first step of collecting the data is, researchers downloaded the video of Jokowi’s interview with Metro Tv from the internet in Youtube.

### 2. Watching the Video

The second step of collecting the data is watching the video. The researchers watched the video several times while make some notes in order to know the utterances in detail.

### 3. Transcribing the Video

In transcribing the interview, the researchers use Jefferson’s transcript notation which is a simple phonological transcription. This shows the symbols and other forms used in transcribing conversation into writing form. However, the transcription just focuses on information, whether they use statement or question for raising information in the interview. The symbols of Jefferson’s transcript notation will be explained in the table below.

**Table 1. Jefferson’s Transcript Notation Symbol**

Sign	Name	Function
//	Double Obliques	Indicates at which a current speaker’s talk is interrupted by the talk of another
=	Equal signs	Indicate no break or gap
[ ]	Brackets	Indicate overlapping
(0.0)	Numbers in parentheses	Indicate the length of silence. Number in the brackets show the length of the silence
(.)	Dot in parentheses	Indicates silence (silent pause) within or between utterances
:::	Colons	Indicates filled pause



Sign	Name	Function
()	Empty parentheses	Indicate that the transcriber was unable to get what it said
(( ))	Double parentheses	Contain transcriber's description
ALL CAPS	Capitalized Text	Indicates shouts or increasing volume of speech
Underlined	Underline	Indicates the speaker is stressed or affirm speech

#### 4. Finding the data

To find the data, the researcher watched the video again while reading the transcript of the interview and marked the dialogues that contain turn taking.

#### 5. Categorize the data

The researchers categorized the data based on the kind of Turn taking strategies. The categories was divided into three types, they are taking the turn, holding the turn, and yielding the turn.

### D. Technique of Data Analysis

Technique data analysis is a way to analyze the data or information that has collected, in order to finish the research. In this study, the researchers used descriptive techniques to analyze data. By using descriptive techniques, the researchers hope to be able to easily analyze the data obtained by the researchers. After collecting data, the researchers analyze the data clearly. In qualitative research, data analysis techniques are used to answer the problem formulation in data analysis. This statement is appropriate with the aim of data analyzing and show a way of how the researchers analyzed the data.

After gathering and collecting the data, the researchers did some steps to analyze the data as follows:

#### 1. Identifying the data

The researchers identified some turn taking strategies in the script interview between Jokowi and Metro TV

#### 2. Classifying the data that has been collected

The first step that did by researchers is classified the data in order to make the data easier to be analyzed.

#### 3. Describing the data that has been collecting

The researchers described the kind of turn taking strategies in the script interview between Jokowi and Metro TV.

#### 4. Explaining the data that has been collecting

The researchers explained the kind and the reason of the turn taking that used in the interview between Jokowi and Metro TV.

#### 5. Making the conclusion

After all the data have been analyzed, described and explained in the research, the researchers made the conclusion of the research.

### Findings and Discussion

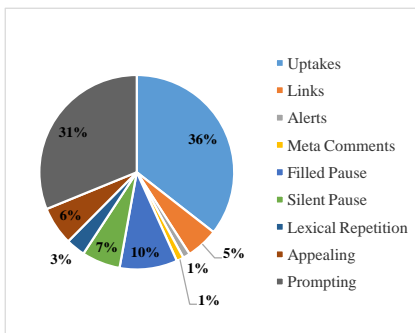
#### Findings

As stated in chapter one, the objectives of this research is to find out the types of turn taking strategies that used by the interviewer and the interviewee and to identify the kinds of turn taking irregularities that happed in the interview. In order to give brief image of the use of turn taking strategies and turn taking irregularities that happen in the interview between Jokowi and Metro TV, the researchers provided the table below.

#### 1. Turn Taking Strategies

**Table 1 Turn Taking Strategies Used in the Interview Between Jokowi and Metro TV Entitled “Jokowi’s Moves Against Pandemic”**

No	Kinds of Turn Taking Strategies		Total	
1	Taking the Turn	Starting Up	Hesitant Start	-
			Clean Start	17
	Taking Over		Uptakes	33
			Links	5
	Interrupting		Alerts	1
			Meta Comments	1
2	Holding the Turn	Filled Pause		9
		Silent pause		6
		Lexical Repetition		3
3	Yielding the Turn	Appealing		6
		Prompting		29
		Giving Up		-
Total			110	



**Figure 1. Turn Taking Strategies Used in the Interview Between Jokowi and Metro TV Entitled “Jokowi’s Moves Against Pandemic”**

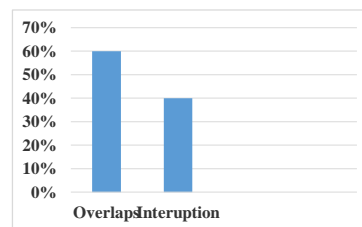
Based on the data, the researchers found that there are 110 turn taking strategies that used in the interview between Jokowi and Metro TV, entitled

“Jokowi’s Moves Against Pandemic”. There are 57 data of taking the turn strategies, 18 holding the turn strategies, and 35 yielding the turn strategies. The researchers found that there are 43% taking the turn strategy in the interview, that can be divided in to 36% uptakes, 6% links, 1% alerts and 1 % meta comments. And for holding the turn, the researchers found that there are 20% data in the interview, that can be divided in to 10% filled pause,7% silent pause, and 3% lexical repetition. And the last, is yielding the turn strategies. The researchers found 37% data in the interview, that can be divided in to 6% appealing and 31% prompting.

**2. Turn Taking Irregularities**

**Table 2. Turn Taking Irregularities Used in the Interview Between Jokowi and Metro TV Entitled “Jokowi’s Moves Against Pandemic”**

No	Kinds of Turn Taking Irregularities	Total
1	Overlaps	3
2	Interruption	2
Total		5



**Figure 2. Turn Taking Irregularities Used in the Interview Between Jokowi and Metro TV Entitled “Jokowi’s Moves Against Pandemic”**

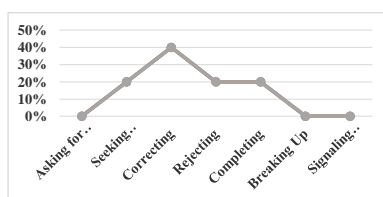
Turn taking irregularities can be divided in to two types, they are overlaps and interruption.

Overlapping happen when there are two or more speakers talking at the same time, so that all the utterances produced by the speaker cannot delivered well. Interruption happens when there is someone who tries to gain the floor when he/she is not given a chance by the speaker to speak. Based on the data, the researchers found that there are 5 turn taking irregularities that happened in the interview between Jokowi and Metro TV entitled “Jokowi’s Moves Against Pandemic”, they are : 3 overlaps and 2 interruption. The researchers found that there are 60% overlaps and 40% interruption in the interview.

### 3. Reason of Turn Taking Irregularities

**Table 3. The Reason of the Use of Turn Taking Irregularities in the Interview Between Jokowi and Metro TV Entitled “Jokowi’s Moves Against Pandemic”**

No	Reason	Kinds if Turn Taking Irregularities		Total
		Overlaps	Interruption	
1	Asking for help			
2	Seeking Clarification	1		1
3	Correcting	1	1	2
4	Rejecting		1	1
5	Completing	1		1
6	Breaking Up			
7	Signaling Urgency			
Total				5



### Figure 3. The Reason of the Use of Turn Taking Irregularities in the Interview Between Jokowi and Metro TV Entitled “Jokowi’s Moves Against Pandemic”

Based on the data, the researchers found that there are five reason of the use of turn taking irregularities by the interviewer and interviewee in the interview between Jokowi and Metro TV entitled “Jokowi’s Moves Against Pandemic”, they are : 1 clarification, 2 correcting, 1 rejecting and 1 completing. The researchers also found that there are 20% of seeking clarification, 40% correcting, 20% rejecting and 20% completing in the interview.

### Discussions

Turn taking strategies is the rules of conversation that will make the conversation go smoothly. The findings above show the importance role of turn taking strategies in an interview. It becomes the important thing, because turn taking strategies made the interview flows well. For this case, the researchers presented the result of the data analysis which based on the interview between Jokowi and Metro TV entitled “Jokowi’s Moves Against Pandemic”. The researchers use turn taking strategies form Stenstorm (1994).

According to Stenstorm, turn taking strategies divided in to three types, they are : taking the turn, holding the turn, and yielding the turn. The first is taking the turn. Taking the turn strategies can be divided in to three types, they are starting up, taking over and interrupting. There are two kinds of starting up, they are : clean start and hesitant start. Taking over can be divided in to two kinds, they are: uptakes and links. The last is interrupting, that can be divided in to two types, they are: meta comment and alert. The seconds is holding the turn. Holding the turn can be divided in to three types, they are filled



pause, silent pause and lexical repetition. The last is holding the turn. Holding the turn can be divided in to three types, they are: appealing, prompting and giving up.

The researchers also investigated about turn taking irregularities. Turn taking irregularities are the exchange of turn which did not follow the rule of conversation. The researchers used a theory of turn taking irregularities from Zimmermen and West. They divided turn taking irregularities in to two types, they are: overlap and interruption. For the reason of turn taking irregularities, the researchers use theory from Wardhaugh, that divided the reason of turn taking irregularities in to seven kinds, they are : asking for help, seeking clarification, correcting, rejecting, completing, breaking-up and signalling urgency.

The researchers investigate an interview between Jokowi and Metro TV entitled “Jokowi’s Moves Against Pandemic”. Jokowi is the only interviewee in this interview, and the interviewer is Zilvia Iskandar. The duration of the video is 54:57, that divided in to six sessions. The video was uploaded to YouTube by Metro TV News at 26 November 2020. The researchers found 110 turn taking strategies and 5 turn taking irregularities from the interview.

The first is taking the turn strategies. The researchers found 57 data of taking the turn strategies, that divided in to three different types, they are starting up, taking over and interrupting. The first is starting up. The data of starting up that found in the interview is 17, that divided in to two kinds. Those are 17 clean start and 0 hesitant start. The second is taking over. The researchers found 38 data of taking over strategies from the interview, that divided in to 33 uptakes and 5 links. The last types of taking the turn is interrupting. The researchers found 2 data of interrupting, that divided in to 1 alerts and 1 meta comments.

The second is holding the turn strategies. The researchers found 18 data of holding the turn strategies from the interview, that can be divided in to 9 filled pause, 6 silent pause, and 3 lexical repetitions. The last types of turn taking strategies is yielding the turn. The researchers found 35 data of yielding the turn strategies in the interview. It can be divided in to 6 appealing, 29 prompting, and 0 giving up. The researchers also found 5 data of turn taking irregularities that happened in the interview. The researchers found that there are 5 reason of turn taking irregularities. They are 3 overlaps and 2 interruptions. 1 clarification, 2 correcting, 1 rejecting and 1 completing

Based on the findings, the researchers found several differences from the research in previous studies with this research. Unlike the previous studies, Dewi (2018), as the student of Universitas Negeri Surabaya, she did a research entitled *Turn Taking Strategies Used and It’s Relation to EFL Learner’s Personality and Power in the Interaction of English Conversation Class*. The objective of the research is to examine the social context based on how EFL students social personality and power influence their turn taking strategies during the interaction in English Conversation class. Dewi use Stenstorm’s theory. Dewi’s research is a qualitative research. Dewi find out that the most turn taking strategies is applied by EFL learners as it is dealt with its micro social context. The difference between Dewi’s research and this research is in the objective of the study. Dewi try to find out the social context that influence turn taking strategies that used by the EFL learner’s in English Conversation class. Meanwhile, in this research, the researchers try to find out the types of turn taking strategies used in the interview, and the reason of the turn taking irregularities.

## Conclusions

This research is conducted to find the turn taking strategies, turn taking irregularities, and the reason of turn taking irregularities that happen in an interview between Jokowi and Metro TV entitled “Jokowi’s Moves Against Pandemic”. After analyzed the data in chapter V, the researchers conclude that :

1. The researchers found 110 data of turn taking strategies from the interview between Jokowi and Metro TV. There are 57 data of taking the turn strategies, that can be divided in to 17 clean start, 33 uptakes, 5 links, 1 alerts and 1 meta comment. Next, the researchers found 18 data of holding the turn strategy, they are 9 filled pause, 6 silent pause and 3 lexical repetitions. The last is yielding the turn. The researchers found 35 data of yielding the turn strategy that can be divided in to 6 appealing and 29 prompting.
2. There are two kinds of turn taking irregularities, overlap and interruption. After analyzed the interview, the researchers found 5 data of turn taking irregularities, that can be divided in to 3 overlaps and 2 interruptions from the interview.
3. The last is the reason of turn taking irregularities. There are 5 reasons of turn taking irregularities, they are: asking for help, seeking clarification, correcting, rejecting, completing, breaking up and disagreeing. The researchers found that there are five reason of the use of turn taking irregularities by the interviewer and interviewee in the interview between Jokowi and Metro TV entitled “Jokowi’s Moves Against Pandemic”, they are : 1 clarification, 2 correcting, 1 rejecting and 1 completing.

To sum up, the analysis in this research shows that the interview flows well because both the interviewer and interviewee use the right turn taking strategy when they speak. The participants knew when they should take the turn to speak, holding the turn, or give the turn to the others. The researchers also find out that this interview was going smoothly because all of the participants in this interview know how to speak in such a formal conversation. The rule of conversation is one speaker speak at a time. In this interview, the participants follow the rule of conversation and they know the time they should take and over their turn to speak.

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