Conversational Analysis:
A Case Study On The Conversation Between Receptionists And Guest At Kunja Villas

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Abstrak

Makalah ini berjudul " Analisis Percakapan: Studi Kasus pada Pembicaraan antara Penerima Tamu dan Tamu di Kunja Villas" analisis terutama dalam makalah ini menganalisa percakapan antara penerima tamu dan tamu. Mencari fungsi bahasa, pasangan berdampingan, kohesi dan konjungsi yang terjadi pa da percakapan antara resepsionis dan tamu. Data yang terkumpul dianalisis secara kualitatif berdasarkan teori fungsi bahasa yang diusulkan oleh Jones (1981), teori oleh Schegloff & Sacks (1977) dalam hal pasangan berdampingan dan teori dari Halliday (1976) untuk mengetahui kohesi dan konjungsi, penelitian ini menggunakan metode deskriptif dalam menyajikan analisis.

Dalam pasangan percakapan dapat ditemukan beberapa fungsi bahasa yang digunakan oleh penerima tamu. Banyak kohesi referensial dan konjungsi ditemukan di ulasan dua data. Ada tiga jenis kohesi referensial. Konjungsi aditif sebagian besar ditemukan di semua data.

Kata kunci : *pasangan berdampingan, kohesi, konjungsi*

1. Background of the Study

The connection between utterance and interaction, the interpretation of meaning within conversation depend on the organization. The process of conversation also involves monitoring to ensure that the intended messages have been communicated and understood, and this involves correction of unsuccessful attempts where necessary. (Richard and Schmidt, 1983:147) Conversations do not have any limit. It can happen

anywhere, anytime and between different participants. This is true, for example, in Bali. Bali is known as the famous tourism destination in the world. Therefore the tourism industry in Bali develops very quickly. Receptionist is an important job in tourism industry.

2. Problems of the Study

The problems that the writer would like to discuss in this study are:

a. How are the organizations of English conversation between receptionists and guests at Kunja Villas in terms of adjacency pairs?
b. What language functions are used by the receptionist staff in exchanging messages to the guests staying in the villa?
c. What referential cohesion and conjunctions are identified in helping to establish the cohesion of the conversations?

3. Aims of the Study

The aims of this study are:
a. To explain the organization of English conversations between receptionists and guests at Kunja Villas in terms of adjacency pairs.
b. To explain language functions are used by the receptionist staff in exchanging messages to the guests staying in the villa.
c. To identify the contribution of referential cohesions and conjunctions in helping to establish the cohesion of the conversations.

4. Research Method

The data source of this study is receptionists who were chosen as the data are the first staffs who face the guests for explaining the facilities of the Villa or giving some important information to the guests. The amount of the receptionists uses as the informant which all of the receptionists.

In this study, the non-participant observation was used in collecting the data; the writer observed the activities of the receptionists by observing the receptionists when they communicated to the guests, then the data were collected by taking a note and recording the utterances of the receptionists while they were doing a conversation with the guests.

The collected data were analyzed qualitatively based on the theory used in this study. The qualitative method was used to apply the theory in analyzing the problems. Qualitative method is the method to find out the answer for the problem based on the theory. Transcribed conversations were analyzed by theory of language functions proposed by Jones (1981), the theory proposed by Schegloff & Sacks (1977) in terms of adjacency pairs and theory purposed by Halliday (1976) in order to know the referential cohesions and conjunctions.

5. Result and Discussion

5.1 Analysis of Adjacency Pairs on Conversation of Requesting

1. Linear Adjacency Pairs with Preference Organization

Table 5.1 Adjacency pairs 1

Line	Subject	Sentences	Preference Organization
1	Guest	good evening	(GREETING 1- first pair part)
2	Receptionist	Good evening, Sir.	(GREETING 2-second pair part)

The language function that can be analyzed based on Adjacency pairs 1 is:

a. Opening (Greetings)

The language function of greeting that can be analyzed based on Adjacency pairs 1 is:

Guest   : Good evening

Receptionist   : Good evening, Sir.

The language function greeting used by the guest in the sentence "Good evening" to greet the receptionist and opening the conversation between them. The languages function in the form of greetings used by the receptionist in the sentence to reply the greeting from the guest.

Table 5.2 Adjacency pairs 2

Line	Subject	Sentences	Preference Organization
6	Receptionist	Could you have a sit first, and the taxi will coming to take you there.	(STATEMENT 1- first pair part)
7	Guest	Ok, thank you	(RESPOND 2-second pair part)

2. Insertion

Table 5.3 Insertion 1

Line	Subject	Sentences	Label in Insertion
3	Guest	May you call a taxi for us?	(QUESTION 1)
4	Receptionist	All right Sir. Where would you have to go?	(ANSWER 1)
5	Guest	I'm going to Echo Beach to have a dinner	(RESPOND 1)

The schematically structured above as follows (Q1-A1 (Rs1)) Question 1 and Answer 1 as a pair are embedded by Respond 1.

The language function that can be analyzed based on insertion 1 is:

a. Getting Information

The language function that can be analyzed based on insertion 1 is:

Receptionist : All right Sir. <u>Where would you have to go</u>?

Guest : I'm going to Echo Beach to have a dinner

The language function getting information in the sentence "Where would you have to go" used by the receptionist to ask about the location the guest and in order to order the taxi for the guest , therefore the reception want to know about the guest .

b. Requesting

The language function of requesting that can be analyzed based on insertion 1 is:

Guest   : I'm going to Echo Beach to have a dinner

Receptionist : <u>Would you have a sit first, and the taxi will come to take you there.</u>

The language function of requesting used by the receptionist in the sentence" Would you have a sit first, and the taxi will come to take you there." request the guest to sit while waiting the taxi coming.

5.2 Adjacency Pairs Analysis of Conversation on Getting Accident

In this analysis, there are two types of adjacency pairs, which are:

1. Linear / strict adjacency pairs with the preference organization
2. Insertion organization

Insertion

Table 5.4 Insertion 1

Line	Subject	Sentences	Label in Insertion
1	Receptionist	Good afternoon, sir. Is there any trouble with you?	(QUESTION 1)
2	Guest	Yes, my wife got an accident in front of our room.	(ANSWER 1)
3	Receptionist	I'm sorry to hear that, Sir. But is everything fine with your wife?	(RESPOND 1)

The insertion above which is schematically structured as follows (Q1-A1 (Rs1))

The language function that can be analyzed based on insertion 1 is:

a. Opening (Greetings)

The language function of greetings that can be analyzed based on insertion 1 is:

Receptionist : <u>Good afternoon, sir.</u> Is there any trouble with you?

Guest   : Yes, my wife got an accident in front of our room.

The languages function of greetings used by the receptionist in the sentence "Good afternoon, sir. Is there any trouble with you?" to greet the guest who came to the receptionist desk .

b. Apologizing

The language function that can be analyzed based on insertion 2 is:

      Guest   : Yes, my wife got an accident in front of our room.

      Receptionist : I'm sorry to hear that, Sir. But is everything fine with your wife?

The function of language in form apologizing used by the receptionist in the sentence "I'm sorry to hear that, Sir. But is everything fine with your wife? "to apologize about his wife accident and the function is also used to express his sympathy to his wife.

Table 5.5 Insertion 2

Line	Subject	Sentences	Label in Insertion
4	Guests	: I think I need a doctor for her and can you call somebody to dry the floor?	(QUESTION 2)
5	Receptionist	Certainly sir. I'm awfully sorry about this accident.	(ANSWER 2)
6	Guests	It's ok. It is not your fault.	(RESPOND 2)

The insertion above which is schematically structured as follows (Q2-A2 (Rs2))
The language function that can be analyzed based on insertion 2 is:

a. Requesting

      Guests   : I think I need a doctor and <u>can you call somebody to dry the floor?</u>

      Receptionist   : Certainly sir. I'm awfully sorry about this accident.

The function of language in form requesting is used in the sentence "can you call somebody to dry the floor?" that used by the guest to request someone to dry his room.

5.3 Analysis of Referential Cohesion.

5.3.1 Personal References

a.   Conversation requesting

      Guest   : May you call a taxi for **us**?

Word "us" in this case refers to Mr. Jones and family.

b. Conversation getting accident

1. Guests : I think I need a doctor for **her** and can you call somebody

to dry the floor?

Word "her" in this case refers to Mr. Bonney's wife.

2. Guest   : It's ok. **It** is not your fault.

Word "it" in this case refers to Mr. Bonney's wife accident.

5.3.1 Demonstrative References

According to Halliday and Hasan (1976:66), demonstrative reference that by means of location on a scale of proximity.

a.   Conversation requesting

Guest   : May you call taxi for **us**?

Word "us" in this case refers to Mr. Jones and family.

b. Conversation getting accident

3. Guests : I think I need a doctor for **her** and can you call somebody

to dry the floor?

Word "her" in this case refers to Mr. Bonney's wife.

4. Guest   : It's ok. **It** is not your fault.

Word "it" in this case refers to Mr. Bonney's wife accident.

5.5 Analysis of Conjunction

a. Conversation on requesting

Receptionist   : Could you have a sit first, **and** the taxi will come to

take you there.

And in the sentence has a function to add the information in the sentence.

6. Conclusion and Suggestion

In doing their duties, the receptionists used communicative functions in making contact with the guest. There are some language functions used by receptionist, such as

greeting, thanking people, apologizing, and getting information, agreeing, offering help and requesting. The language function of greeting was found in all those conversation. In those two data, Question and Answer are the types of adjacency pairs are mostly occurred. Personal referential cohesion is founded and identified in all the data. Conjunctions that are found in two data are additive

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