

## CHAPTER II

### REVIEW OF RELATED LITERATURE

#### 2.1.Spoken Language

A spoken language is a language produced by articulate sounds, as opposed to a written language. Pairs of utterances, famously known as adjacency pairs, in talk are often mutually dependent; a most obvious example is that a question predicts an answer, and that an answer presupposes a question. It is possible to state the requirements, in a normal conversational sequence, for many types of utterances, in terms of what is expected as a response and what certain responses presuppose. Adjacency pairing occurs in the initiation and response and in the responding and follow-up move.

People take turns when they are selected or nominated by the current speaker, or if no one is selected, they may speak of their own accord. If neither of these conditions applies, the person who is currently speaking may continue. While the current speaker is talking, listeners are attentive to the syntactic completeness or otherwise of the speaker's contribution, and to clues in the pitch level that may indicate that a turn is coming to a close. There are specific linguistic devices for getting the turn when one is unable to enter the normal flow of turn-taking or when the setting demands that specific conventions be followed. These vary greatly in level of formality and appropriacy to different situations.

A distinction is often made by discourse analysts between transactional and interactional talk. Transactional talk is for getting business done in the world, i.e. in order to produce some change in the situation that pertains. It could be to tell somebody something they need to know, to affect the purchase of something, to get someone to do something, or many other world-changing things. Interactional talk, on the other hand, has as its primary functions the lubrication of the social wheels, establishing roles and relationships with another person prior to transactional talk,

confirming and consolidating relationships, expressing solidarity, and so on.  
(McCarthy : 1991)

## **2.2 Written Language**

Written language is the written form of communication which includes both reading and writing. Both spoken and written discourses are dependent on their immediate contexts to a greater or lesser degree. The idea that writing is in some way 'freestanding', whereas speech is more closely tied to its context, has come under attack as an oversimplification by discourse analysts (e.g. Tannen 1982). The transcript of a piece of natural conversation may well contain references impossible to decode without particular knowledge or without visual information.

Sentences and clauses form the smaller patterns of writing while the larger texts form a holistic discourse. Learners with overall poor competence are often trapped in the difficulties of local encoding in spoken discourse. So too can we observe such difficulties affecting learners' written work. For the understanding and creation of a well understood text, writers of a discourse need to be well conversant with the background and immediate surroundings of the context. Otherwise, they may write at the cost of comprehension of their readers.

The area of cross-cultural rhetoric studies has produced a vast literature of its own, and a somewhat confusing one. On the one hand, linguists claim to have evidence of textual patterns in other languages not found in English writing; on the other hand, there is disagreement over whether these patterns are transferred and cause interference when the learner writes in English. Cross cultural interference, however, does effect the performance of a speaker or a writer. (McCarthy : 1991)

## **2.3 Exchange Structure**

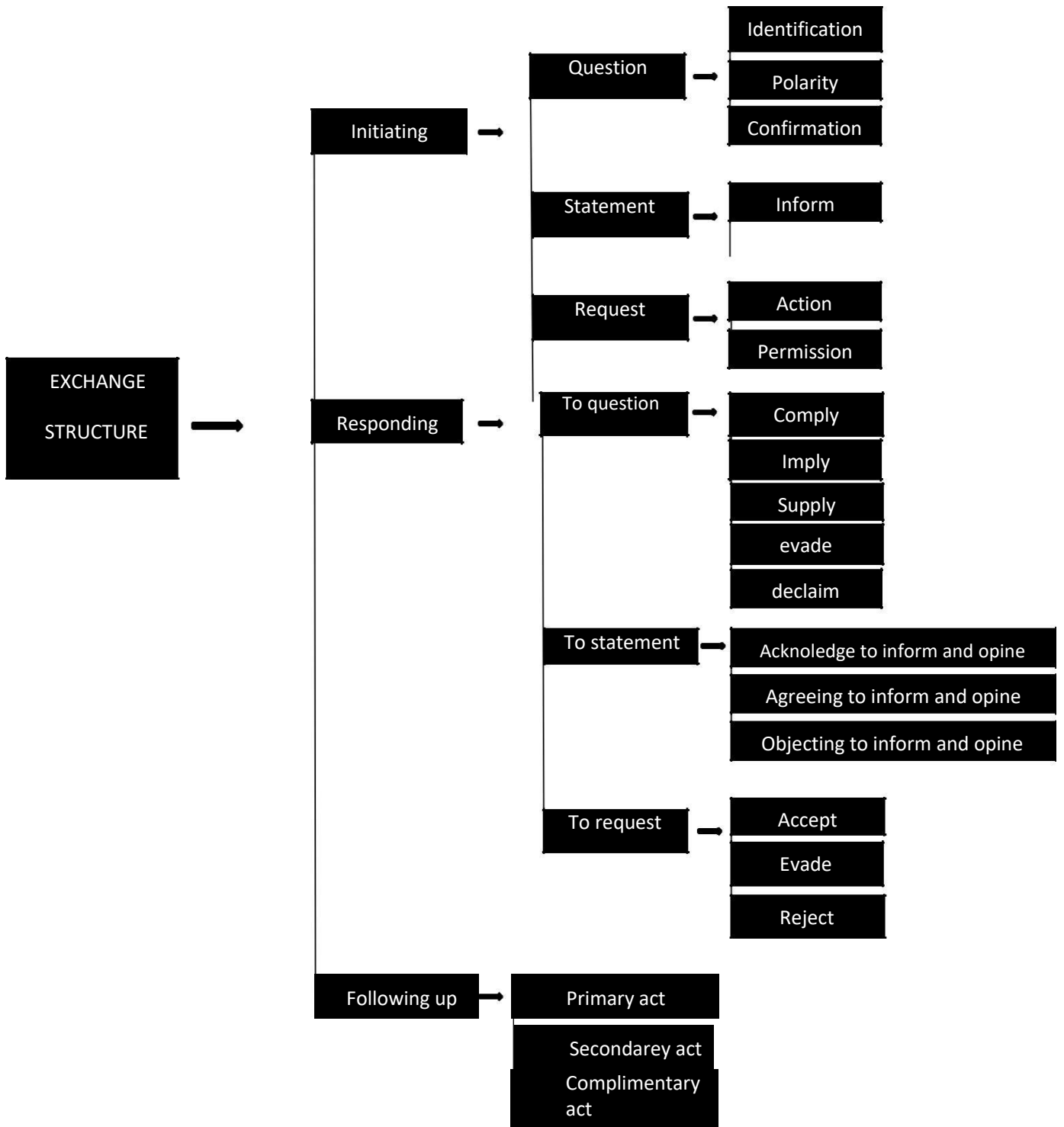
Exchange structures are the sequences of communication which are used to analyse the type of conversation activity. Exchange structure is the theory of spoken discourse which is used by Sinclair and Coulthard (in McCarthy 1991) to analyze the structure of communication. It is developed at the University of Birmingham to analyze the structure of communication in the classroom. The Birmingham model is certainly not the only approach to analyzing discourse, but it is relatively simple and powerful model which has connection the study of speech acts (McCarthy, 1991:12). It means that Sinclair and Coulthard's theory can be used to be a basic theory to analyze the structure of communication, because it is a simple and powerful model which has relation with the study of speech acts. According to Sinclair and Coulthard (in McCarthy, 1991:12), the conversation in the classroom between the teachers and the pupils have a rigid pattern, where teachers and pupils spoke according to very fixed perceptions on their roles and where the talk could be seen to conform to highly structural sequences. It means that there is simple structure inside the conversation in the classroom between the teacher and the pupils. That is called exchange structure by Sinclair and Coulthard. This exchange consists of three-part exchange, it is a question, an answer, and a comment. Each of the parts is given the name as initiation (I) from the speaker, response (R) from the hearer, follow up (F) which is the speaker's comment on hearer's answer, the three moves being abbreviated to IRF. The combination of moves in the IRF structures is known the exchange. The exchange is the series or chain

of moves in the interaction. Therefore, this theory is adopted in analyzing the exchange structures in the drama to know the moves in the interaction.

## **2.4 Elements of Exchange Structure**

According to Stenstrom (1994), elements of an exchange structure can be divided into three parts: Initiating, Responding and Following-Up. Each element is further specified into several types of sub-elements according to the different functions of the element. The functions of Initiating and Responding include: statement, question and request. The functions of the Following-Up element include: primary, secondary and complementary acts. The whole classification of Stenstrom's exchange structure is presented in Figure 1 below.

**Figure 1 Elements Of Exchange Structure**



## 2.5 Initiating Act

Initiating act is the signal of what the speaker wishes to open the exchange. Initiation can be in the form of making statement, asking a question, and putting forward a request (Stenstorm, 1994). The basic of the initiating acts are statement, question, and request in which all of them are expected to be responded with reply and answer. Furthermore, initiation is expected to be replied, to answered, and accepted, respectively. The following part will talk about the initiating and responding acts (Stenstorm, 1994:102).

### 2.5.1 Question

The question is asking for information or confirmation and are expected to be answered. It can be sub classified by types: identification question, polarity question, and confirmation question.(Stenstorm, 1994:102)

**Identification question.**Identification of questions is usually manifested with the sentence appears that contains WH-words. Depending on where the WH-Word is used; required information set or open. Highly accurate information is only going to do a WH-Word. If the question involves the what, why, and how, on the other hand, there are no restrictions on the types of information that can be expected. Who, where, who, and when asked for specifications. What,

why, and how, there are no restrictions on what kind of information and how much information can be expected.(Stenstorm, 1994:102)

**Polarity question.** The polarity question is usually realized by speech asking ayes/no answer. However, it will be no indication that the questioner expects to answer Yes than no answer. So, such questions require yes/no answers so that the answer will not sound strange.(Stenstorm, 1994:102)

**Confirmation question.** Question can be expressed in the question tag ordeclarative utterances. It reveals what the speaker assumes the right speaker and invite the recipient to confirm that their assumptions are true, and still requires a Yes or no answer (Stenstorm, 1994:102).

### 2.5.2 Statement

The statement is the Act act of supplying information tabd hat is expected to be recognized. , tThe way the State information to is put into words. The statement is a very broad concept; However, the description shall be restricted to two main variants, inform and opine (Stenstorm, 1994:102).

**1. Inform.** Inform the present information is neutral. They are usually realizedby declarative utterance. Usually, the speaker is telling the truth or facts. (Stenstorm, 1994:102)

**2. Opine.** Opine is the expression of the speaker's personal opinion, his/herfeelings, and attitudes (Stenstorm, 1994:102). For example :

A: I think to myself I don't care whether they're sort of particular devoted or not. They are so lovely I think.

### 2.5.3 Request

Request is the act of asking the speaker to do something or to the addressee to do something and expect to be accepted. There are two categories of request, which are action request and permission request (Stenstorm, 1994:102).

**1. Action request.** Action request is the act of telling somebody to do something. Action request is realized by interrogative, declarative, and imperative utterance (Stenstorm, 1994:102). For examples:

Interrogative : could you give an example ?

Declarative : I want you to get back as quickly as you can

Imperative : give it to him !

**2 Permission request.** Permission request is also realized by interrogative, declarative, and imperative utterance like the action request does. For examples :

Interrogative : may I read your message ?

Declarative : I would like, if I may, to turn two points.

Imperative : let me finish.

The fact that both categories of request can be answered by yes or no seems to indicate that they are basically polarity question. What decides the interpretation is only the actual situation. For example, can i smoke here can either ask whether it is possible to smoke or whether one is allowed to smoke (Stenstorm, 1994:102).



## 2.6 Responding Act

Responding act is the signal what the addressee wishes to continue terminate the exchange. The way people respond is a result of what has been done in the initiating move. If the previous speaker made a statement, the addressee will have to respond to it by acknowledging, agreeing, or objecting the statement; if he or she asked a question, the addressee will have to respond to it by complying, implying, supplying, evading or disclaiming the question. If he or she made a request from the speaker (Stenstrom 1994:118).

### 2.6.1 Responding to Question

A question expects a proper answer. However, not all answer are proper in the sense that they really answer the question. The following subcategories can occur from most to least appropriate (Stenstrom 1994:118).

**1. Comply.** Comply is the only answer that answer directly and adequately to a question. All the others are not exactly or not all straight to the point. Thus, it can be said that comply provides no more and no less than information asked for (Stenstrom 1994:118). For example :

(8) A: when is it ?

B: four thirty tomorrow

**2. Imply.** Imply is the act of giving adequate information implicitly. For example :

A: do you want people to come to registry office ?

B: not many. (Stenstrom 1994:118).

**3. Supply.** Supply is part of answer, which gives inadequate information. I does not really answer the question or does not give a clear answer. Moreover, the addressee tries to give other additional information that is not related to the question (Stenstrom 1994:118). For example :

A: was he personal friend of yours?

B: mm..well..ee.. He used to be my tutor

**4. Evade.** Evade is part of answer in which it is avoiding answering consciously (Stenstrom 1994:118). For example :

A: mm well have you any other suggestions?

B: well he didn't give me any.

**5. Disclaim.** Disclaim declares that the answer remains unknown (Stenstrom 1994:118). For example:

A: what happens if anybody breaks in and steals it?

B : mmm.. I didn't know quite honestly.

### **2.5.2 Responding to Statement**

When a speaker makes a statement, she or he expects a reply signaling some kind of reaction. There are three subcategories of the reply, which are acknowledge, agree, and object. (Stenstrom 1994 : p:118)

**1. Acknowledge to inform and opine.** Acknowledge is the signal that B accepts what A said as a valid contribution to the conversation. When A informs B something, B is expected to show that she or he has received information. The most economical way

of responding is using acknowledge, which is an extremely useful device, since it

allows B to respond to without revealing whether she or he approves or disapproves of what she or he heard. Acknowledge depends on the initiating act, whether the speaker it means that the addressee is following the speaker's information. It also reflect B's attitude to what A said, more or less strongly (Stenstrom 1994 :118).

**2. Agreeing to inform and opine.** Agree is the indication that B approves what A means. If A just provides information, there is no need for B to do more than approve let A go on. In order the conversation runs smoothly, sometimes some kinds of additional explanation are needed rather than only saying one word of agree like good, absolutely, alright, or fine. Since conversation is a continuous give and take, be often acknowledged receipt of information and goes on (Stenstrom 1994 :118).

**3. Objecting to inform and opine.** Object is the signal that B does not agree with A. It would be impossible to say that B agrees to everything A said. It would either give the impression that B did not have an opinion of her or his own, or that she or he either did not have anything to say or was simply not interested, with disastrous consequences for the conversation (Stenstrom 1994:118).

### **2.6.3 Responding to Request**

Request can be responded to by a positive responding act and negative responding act. Accepting, being being a positive action, it is not a big problem. On the

other hand, rejecting being a negative action, often requires act and diplomacy (Stenstrom 1994:118).

**1. Accept.** Accepting is an act that is fully satisfactory (Stenstrom 1994:118).

Forexample :

A: and also could you get some cheese please?

B: I'll get some. Yes.

**2. Evade.** Evade is unable to do what the speaker requests by giving the reason whybut not answering in plain words (Stenstrom 1994:118). For example :

A: could you see what's still to come Fanny. Cause i think they .. There are two performance of each one.

B: trouble is I don't regularly have a papet it doesn't get delivered. So I sometimes buy one and...

**3. Reject.** Reject is the act of disagreeing what the speaker's request. Usually, reject isoften followed by a justification of giving the reason why (Stenstrom 1994:118).

## **2.7 Following Up**

Following up is a part of the list in discourse analysis. Every follow up has one speech with one function. According to Stenstrom (1994-138) follow up is aims to identify what would like delivered (intent) by the speaker. There are three types of follow up , primary act, secondary act, and complementary act (Stenstrom, 1994;38-47)

**1. Primary act.** Primary act is revealing agreement or disagreement that is said by the speaker (responding) (Stenstrom, 1994:38-47).

**2. Secondary act.** Secondary act is provide a comment on the things that are being talk about (Stenstrom, 1994:38-47).

**3. Complementary act.** Complementary act is the act of trying to balance out the conversation by giving feedback (Stenstrom, 1994:38-47).