Conversational Discourse Analysis: Turn-Taking on an English Podcast

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Abstract

The use of the turn-taking strategy is crucial in understanding the dynamics of conversation. The aims of this study were to find out the turn-taking strategy used and how it impacts the communication process in an English podcast video. This research used descriptive-qualitative with the object of the study was a video podcast. To analyse the data Stenstroom theory was used. The results of this study showed that the most used strategy was the takeover strategy, followed by promotional and attractive strategies. Other strategies found in low frequency such as starting up, overlapping, filled pauses and verbal fillers, and word repetition. However, there was no use of interrupt, repair, and giving up strategies in the observed conversations It implies that there is a preference to create conversational smoothness in the communication process.

Keywords: *Communication Process; Conversational Discourse Analysis; English Podcast; Turn–Taking Strategy;*

INTRODUCTION

Conversation is an activity of exchanging information involving two or more people speaking in turns. Conversation analysis is becoming an important part of our daily lives. Everyone who has a conversation with another person will practicetaking turns taking strategies naturally. In a conversation, there is a process of receiving or providing information regarding a topic of discussion. Besides, the thing to note is each participant in this conversation must understand when it is time to respond or listen to what the other speaker is saying. It is the basis of effective communication: helping participants to understand each other in coversation, sharing accurate information, and making informed decisions.Thus, it is essential to understanding the principle approach in communication.

To ensure effective communication, it is necessary to understand the mechanism of conversation in terms of organizing turn-taking, namely the turn-taking strategy. Turn-taking is a simultaneous exchange of speech between one speaker and another in a conversation (Rosanti & Mulyani, 2023). This turn-taking strategy represents the various ways in which each speaker transitions between speaking turns (Juliano & Afriana, 2024). Abbar (2023) argues that the basic structure of the turn-taking system provides an opportunity to create a unit construction of alternating speaking turns.Fitriana, S., & Setiawan, S's(2022) define turn-taking as a principle analysis approach to verbal interaction within conversation analysis. Turn-taking can be defined as the way in which an organized conversation usually takes place. Besides, it is the process by which participants in a conversation take the turns to speak. Therefore, every participant in a conversation must understand the application of a good turn-taking strategy, because it is important in ensuring the communication process to run smoothly and effectively. In addition, turn-taking also has a role in building good social relationships in conversation. By applying a good turn-taking strategy, it can help to avoid the dominance of one party in speaking and encourage collaboration in exchanging ideas or information, as well as avoid misunderstandings that arise due to the disorganized flow of conversation. Turn-taking is used to control conversation in interviews, debates, ceremonies, and discussions in verbal communication.

From the eight results in the previous study (Sari, 2020; Agustianto, et al., 2020; Habibi, et al., 2020; Thainaphriao, et al., 2022; Bearis, et al., 2023; Ashidiq & Sariyati, 2022; Sari, 2023; Widianingsih, et al., 2023) found by the researchersstated that turn-taking that is often used in conversations involving more than two people is overlapping and interuppting. From these results, it can be concluded that if the turn-taking pattern used in a conversation is dominated by overlapping and interuppting, it will be difficult to understand the information contained in the conversation. Overlapping, when two or more people speak simultaneously, can affect how the speaker or speakers dominate the conversation. Further, when one speaker dominates the conversation, the other speaker will lose the opportunity to respond. As shown in the research conducted by Ashidiq (2022), when there is a turn-taking strategy that causes the conversation to be ineffective, there is a speaker who dominates. While the speaker who does not dominate is just waiting for the interviewer (other participants) to give the turn to speak. Besides, when a participant overlaps another person's conversation, it will be difficult to maintain focus on the topic being discussed. This will disrupt the effectiveness of the ongoing communication. When the presenter interrupting another speaker because he is about to end the talk and change the topic, this leads to loss of information or misunderstandings due to the speaker not having the opportunity to finish the conversation properly.

Among the previous studies, the above researcher focused on turn-taking patterns used in communication between more than two people. Based on the results of the study, overlapping and interrupting were the dominating strategies in the conversation. This will affect the effectiveness of the conversation and also has a negative impact on the understanding of the information conveyed. Based on the problems described above regarding research on turn-taking patterns in conversations involving more than two people, there is a research gap on this topic that needs to be further explored: the use of turn-taking patterns in conversations conducted by two people. Therefore, the authors are interested in conducting research on the analysis of turn-taking strategies focusing on conversations conducted by two people and how it affects the process of running the conversation between the two speakers and whether it will run more effectively or vice versa. This research is expected to be able to provide an understanding of how the pattern of using the right turn-taking strategy supports the effectiveness of conversation dynamics.

METHOD

The data in the research is the utterances of a host and a participant in an English Podcast video. The researchers consider Englishvideo to be related to authentication, which represents a communication situation through intonation and speaking style, which helped to facilitate the research process.This research used qualitative study. It was conducted through conversational analysis using the application of the turn-taking strategy by Stenstroom's framework. It consists of a) taking turn strategy: starting up strategy, taking over strategy, interrupting, overlapping, and repair; b) holding the turn: silent pause, repeating words, filled pause, and verbal filler; c) yielding the turn: promoting strategy, appealing strategy, and giving up strategy. There were five steps in analyzing the conversation, such as:

1. Streaming the English Podcast
   At this stage, the researchers selected a video containing a conversation between two people. Furthermore, the researchers watched the video through the Youtube platform
2. Taking notes of the conversation
   At this stage, the researchers recorded important details focusing on conversational patterns, such as when and how the turn of speech is switched and the form of response between speakers.
3. Classifying the data
   After taking notes, the researchers classified the data based on the types of turn taking strategies used.
4. Transcribing the data
   At this stage, the researchers used software, but then manually rechecked the data to ensure its accuracy.
5. Interpreting the data

After the transcription stage and the data have been classified, the researcher analyzes the turn-taking patterns used in the conversation based on Stenstroom's framework

RESULTS AND DISCUSSION

In this section,findings and discussions of the data obtained from the analysis are presented. In this study, researchers found several turn-taking strategies used in the utterances of a host and a participant in English Podcast based on Stenstrom's framework. In the table below is the data of the frequency of turn-taking strategy used in the conversation obtained through the stage of classifying each utterance based on the type of turn-taking strategy

Table 1. the frequency of turn-taking strategy used

NO	TURN-TAKING STRATEGY	FREQUENCY
1.	Taking the turn	
	a. Starting up strategy	1
	b. Taking over strategy	21
	c. Interrupting (Alert comment and Meta comment)	0
	d. Overlapping	1
	e. Repair	0
2.	Holding the Turn	
	a. Silent pause	3
	b. Repeating Words	5
	c. Filled pause & Verbal Fillers	1
3.	Yielding the Turn	
	a. Promoting Strategy	8
	b. Appealing Strategy	5
	c. Giving up Strategy	0
TOTAL		45

Table 1 describes turn-taking strategies used in conversations. Based on the frequency, the most frequently used turn-taking strategy is the taking over strategy, with a frequency of 21 times. What is meant by taking over strategy is when a person takes a turn to respond to their interlocutor.

> Luke : "So you definitely got better at studying later in life when you grew up"
> Jack   : "**Yes,** much.It was a big difference and really there was some enjoyment there. Obviously, it is not good if you've got other things going on in your life.Yes,you're working or whatever, but if you can really focus on your study and you've got that gold, I think it can be a really enjoyable thing."

Luke used the word 'yes' to respond to Jack's questions in that conversation. This finding supports the study conducted by Huda (2017), who stated that in taking over, the listener can take the turn by uptakes such as yes, ah, yeah, well, and no or by using connecting words, such as and, but, and because.

This result also supports the research conducted by Noval, which stated that this strategy is essential to have smooth communication during the turn-taking process. As a result, a balanced dominance in the application of taking over strategy between two speakers can result in a productive and organized conversation. When both parties take turns taking control in the conversation, it can create a balanced framework in which everyone has a fair chance to express opinions, share ideas, and put forward their points of view. In this atmosphere, each speaker feels valued and actively listened to, allowing a variety of ideas and solutions to emerge. Balanced dominance can enrich the conversation with different perspectives, broaden understanding, and deepen the dialog between both parties. This creates an opportunity to forge stronger relationships and build more effective collaborations between them.

The second strategy that is often used is promoting and appealing strategy. In promoting strategy, the speaker invites, greets, offers, questions, requests and apologizes. Actually, in this podcast, promoting and appealing strategy actively applied by Luke and Jack. It can be indicated that they want to share and exchange their ideas related to the study as their topic in this podcast.

> Jack   : "Good yeah so you're an auditory learner,**right?**"
> Luke   : "For sure, yes 100%"
> Jack   : "Okay yeah, very interesting"
> Luke   : "Yeah how about you?**do you have any special techniques for studying**?"
> Jack   : "I do yes and firstly, you know for big exams I always use the same method and it is with a textbook."

In that section, Jack applied an appealing strategy using question tag "right". Jack used this way to make sure that Luke is an auditory learner. Furthermore, Jack applied promotion in term of giving the question "do you have any special techniques for studying?" Jack's question here indicated that he wanted to know Luke's special strategy to prepare his exam.

Promoting and appealing used by the speakers show an effort to open up and provide space for a well-balanced participation (Ertanti, 2016; Aisyah, 2021). It is also supported by Sari's (2021) study that stated the use of promoting and appealing strategy enables the atmosphere of the conversation to be influenced and facilitates a more balanced exchange of ideas between participants, so that they receive information according to the questioner's expectations. Thus, the two speakers actively promote their ideas in a compelling and engaging manner, creating an atmosphere that encourages a productive exchange of ideas.

The infrequently used turn-taking strategy is holding the turn. When someone carries on talking, it is called holding the turn. It is applied when the speaker finds he or she has the opportunity to speak but has difficulty in determining the topic of conversation or feels confused in arranging the right words to convey. There are three categories of holding the turn strategy: silent pause, repeating words, filled pause and verbal fillers. However, in this study there are two strategies used by Jack and Luke. Those are silent pause and repeating words.

> Jack   : Yes. much it was a big difference, and really there was some enjoyment there.Obviously it's not good if you've got other things going on your life yes you're working or whatever it is, but if you can really focus on your studying, and you've got that gold I think it can be a really enjoyable thing.
> Luke: "**Mmmm** …. Yeah."
> Jack : "Have you experienced that kind of that feeling?"

In that conversation, Luke applied a silent pause. He used the silent pause strategy while Jack was still talking. It could be indicated that Luke tried to respond to Jack's statement, but jack has not finished using silent pause. This finding supports the study about turn taking strategy conducted by Fatimah (2016) and Tyas, N. K., & Pratama, F. G. (2022), that claimed that the act of silence can be considered a form of "turn-holding" strategy and a non-verbal signal intended to make the listener wait until the speaker has finished speaking. In the context of a conversation, the act of silence can act as a signal indicating that the speaker still has something to say or is still in the process of forming the right words before starting the conversation again. This allows the speaker to take a turn to speak or indicate that he or she has not finished conveying information to the listener before moving on to the next topic or giving the listener the opportunity to speak after the conversation is finished.

Another strategy that is most rarely found in this podcast is starting up. This is used only when Jack, as the host wanted to start their conversation.

> *Jack : "Yes, and today we are talking about studying something we all do we don't necessarily all like. But* **how about you? how do you feel about studying? do you like studying?"**
>
> *Luke : "Overall.... yes I love learning about things I'm interested in.So, for example, recently I got into kind of ancient civilizations through another podcast I've been listening to, and that's really intrigued me and yeah I've been doing a lot of research by myself on like the ancient Egyptians and ancient Amazonian people well and it's fascinating*

After introducing themselves and the podcast, Jack started the conversation by telling the topic and asked a question "how about you? how do you feel about studying? do you like studying?" This utterance indicates that Jack wanted to know the opinion of Luke about their topic. The use of a question as starting up strategy corroborates with the study of Tyas, N. K., & Pratama, F. G. (2022). They stated that starting up strategy in a conversational context are the initial steps taken by one of the speakers to start the interaction. This can be in the form of greeting or greeting other people as a form of opening a conversation. In addition, without the need to start with a greeting, the starting up strategy can be used when discussing topics in conversation directly.

Some other strategies, such as interruption, repair, pause filling and verbal fillers, and giving up, were not recorded as being used in the observed conversations, the impact of which was a more focused conversation pattern and less interruptions or pauses that were not filled with filler words or phrases. Although not used, the presence or absence of certain strategies in the context of these podcast video conversations affected the dynamics of the interaction (Umar, 2022). With a deeper understanding of the frequency of use of certain strategies, it can identify dominant communicative patterns in visual media environments such as podcasts, which in turn can help us fine-tune communicative interactions in these podcast videos (Sari, 2021). As stated in the research conducted by Ashidiq (2022), by studying strategic turn-taking in conversation, it can create a conversation that goes well without misunderstanding. Thus, it reflect how turn-taking strategies in podcast video conversations affect interaction dynamics and conversational flow.

CONCLUSION

Turn-taking strategies used in conversation have a significant impact on the dynamics and flow of the conversation. The use of turn-taking strategies will affect how the conversation progresses in taking a turn, efforts to encourage other people's participation, or even willingness to give up a turn. The chosen strategy can create a smooth flow of conversation with all participants. Otherwise, some turn-taking strategies can disrupt the conversational process with excessive interruptions, unwanted pauses, or dominance in speaking. By understanding the impact of these various turn-taking strategies, it will manage the conversation to create an effective communicative environment for the participants.

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