SPOKEN TEXT PRINCIPLES ANALYSIS FOUND IN CONVERSATION VIDEO ENTITLED "AT THE TRAVEL AGENT"

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ABSTRAK

Desain penelitian ini menggunakan deskriptif kualitatif yang bertujuan untuk mendeskripsikan tulisan deskriptif siswa dengan analisis genre di kelas X-D MAN 2 Semarang tahun ajaran 2014/2015. Instrument penelitian adalah tulisan deskriptif text siswa. Peneliti menganalisis lembar kerja siswa dengan mengidentifikasi generic structure dan language features dalam menulis teks deskriptif. Hasil analisis menunjukkan 75% dari persentase total siswa dapat menulis bagian identifikasi dengan benar dan 100% siswa dapat menerapkan bagian deskripsi dalam penulisan teks deskriptif. Pada hasil analisis language features menunjukkan bahwa 100% dari total persentase siswa dapat mengaplikasikan penggunaan specific participant, simple present tense, dan kata sifat. Sedangkan 97% siswa dapat menerapkan penggunaan being verb dan noun phrase dengan sukses. Hasil ini menunjukkan bahwa analisis genre pada kelas X-D MAN 2 Semarang tahun ajaran 2014/2015 memperoleh hasil yang memuaskan.

Kata Kunci: *analisis genre, teks deskriptif, siswa*

INTRODUCTION

A. General Background

Language is a tool we have to share our ideas through words. It has a significance role to ensure we get deliver them communicatively. As a human being, language is basic element that we should master. Having ability in communicate a language in many forms like written and

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spoken it's a must. Through language, you can know everything besides mainly giving and responsing ideas, information and etc.

One of four skill that emphasize in this area is an oral production, means speaking skill. It is a skill, a complex skill requiring the simultaneous use of number of different abilities which often develop at different rates (David P Harris, 1969) When we talk about it, actually we concern about the ability to communicate the ideas informally on everyday subjects with suffecient ease and fluency to hold the attention of listeners. In a spoken language in use (a text) there are number of reasons for emphasizing the spoken dimension. Language originates in a speech, both historically and in terms of an individual's own linguistic development. And most day to day language is spoken.

Most of the border between written and spoken language are blurred so we need to analyse what characteristic or principle of the spoken text that not appear in written text. Especially when we get some problems in decode and encode the language which appear in this area. It's a common fact because english is our second or foreign language not our first language furthermore our mother tongue. It's true if people say that the speaking ability can represent yours in different manner. How you are thingking and responsing something, etc. The ability is quite sophisticated but it's also a key to convey how far you mastering language. Basically, every language form includes a spoken language has its own characteristics and differences as the principle identity that differ from another.

The researcher described about spoken text principles which found in a conversation video entitled " At The Travel Agent" by conducting this research eraborately.

B. Thesis Statement

This research described some principles of spoken text that applied in the short video conversation. Based on this scope, the researcher sets two problems as follows:

1. What kind of spoken principles are employed in the conversation of "At The Travel Agent video?"
2. How the spoken text principles are delivered in the conversation of "At The Travel Agent video? "

SPOKEN TEXT PRINCIPLES ANALYSIS FOUND IN CONVERSATION VIDEO ENTITLED "AT THE TRAVEL AGENT"

Spoken text is term used to name spoken language in use. Sometimes it's called an oral language which means language produced in its spontaneous form, as opposed to written language. In this form, meaning is determined by the context while another is not. In spoken language, the truth of a preposition is referred to sense of experience. Whereas in written form, it emphasizes more about logical and other written devices. The relation between spoken and written form is really complex. The first term concers about subjective information including the relationship between speaker and the audiences. Then, another is only convey the objective of the information.

Clearly, the researcher discusses about spoken dimension. In most daily use spoken language is more flexible than written form. Although those are the common fact that both of them are quite blurred sometimes. They don't have clear border to separate their areas. Through analysing spoken language/ text principles, the researcher can easily understand and classify its form of language. Some principles below are not usually found in written text but rather that as categorization of spoken language features. According to David Nunan, there are some principles in spoken area that we should know, those are:

A. Spontaneity

Most of spoken utterances are produced directly or online without any planning before. Spontaneity effects to producing *one clause or phrase at a time* rather constructing the lenght one. It has some characteristics, such as: fliled pauses, repetitions, false starts and backtracking, incomplete sentence.

Usually speaker will use chunks to make their production seems easier to be understood to the listeners. Nunan said, *"Chunks are multi word units that behaved as if they were single words and typically consist of short formulaic that are stored and retrieved in their entirely."*

B. Interactivity

Interactivity focuses on process during the utterance produced by the speaker and the listener and vise versa. They have same important role that influence each other. The speaker interacts by taking turns to speak, keeping silent for a moment when other is speaking, interrupting at times, and the last is signalling their agreement or amusement like grunts, laughts and chunks. Generally, in order to manage and make their conversation being smooth as speakers use some discourse markers to signal their intensions and show how what they are talking about is connected to what went or coming up. They signpost shifting and turning during the conversation is happened. Discourse markes same as the cohesive devices in written form. They also note in their changes in pitch and emphasis that the use of intonation will bring different meaning for same words.

C. Interpersonality

Doing conversation activity is not only exchange topics or informations, but also transfers an interpersonal functions. The fact is, sometimes it serves to establishing and maintaining groups solidarity. For example we find a casual conversation is often use laugh, etc. Both speaker and listener do not threat each other when they have different agreement. They prefer to use a *vague language* to share their opinions by markes of some question tags and rising intonation.

d. Coherence

Coherence in this term is quite same as the written form, that is the text which produced a makes sense link from one sentence to other sentences. The differences between them are written form just delivers the coherence as the responsibility of the writer itself. While, spoken form is like a collaborative enterprise. The speaker tries to cooperate all utterances to ensure what being talk about is relevant with others or not. If it fails the conversation cannot happen well because it has been broken down and contain some lacks of relevance.

Besides that, the researcher also analyzed about *Relevance* and *Macrostructure* of spoken text. According to Grice, relevance is one of conversational maxim which relates to a speaker purpose or direction of the talk exchange. It means that speakers signal and relevance their utterances by repeating some words in previous utterance. On the other hand, when talking about microstructure we will discuss about

organizational sequences in a conversation. How they deliver the utterances like using adjacency pairs (predictable two ways exchanges i.g greeting, thanking etc), IRC (three part exchanges in a lot of classroom talk, *initiate- respond- follow up*) or a transactional talk (longer predictable sequences which has purpose to achieve the exchange of goods or information). All of them are used to signalling and distinguishing whether it is form of spoken text or not in producing utterances in the conversation.

A *conversation* happens when people talking each other. It comes from the old French word that is *"manner of conducting oneself in the world."* If you get a conversation with others you obviously listen closer and response them appropriately in order to sharing ideas. A good conversation makes the listener feels clearly and satisfied. In short, a conversation can be clasify as an informal exchange of thoughts, information by spoken words or we named it as an oral communication between persons to share their information and ideas than just turn taking a speaking process.

SPOKEN TEXT PRINCIPLES ANALYSIS FOUND IN CONVERSATION VIDEO ENTITLED "AT THE TRAVEL AGENT"

The conversation video entittled "At The Travel Agent" was a video which told us about getting conversation between a staff and a customer or client. The conversation was in the office of its travel agent. The reseacher described the transcription of the video. It could be seen below;

Transcript of the conversations:

UNIT 1 AT THE TRAVEL AGENT

Arranging A Trip

A : *Ehm....*
B : Good Morning Sir, how can I help you?
A : Well I've some times off of work next month, and I was thinking of going to Australia.
B : *Oh*, that sounds great! How long is your vacation?
A : Just one week. My last day of work is the 26th July and I go back on the 5th of August.

B : Ok, here is our Sydney brochure. Have a look and see, if there is a hotel that you like.

A : *Oh*, this one is good. The 4 Seasons Hotel. It's expensive but I've thought it's very nice.

B : Yes, it's a very high class hotel. I'm sure you'll enjoy your staying there. Would you like me to make the booking now Sir?

A : *Hmm...*yes please.

Giving Personal Information

B : I just need to take some personal information. What's your full name?

A : Martin...Andrew...White

B : and your address?

A : 11 Sue Jun Han, Kong San, Bangkok.

B : and your telephone number?

A : 026249734

B : Do you have a day time number I can call if necessary?

A : 027771212

B : That's fine. Do you will travelling alone Mr. White?

A : *Yup...*just me.

B : Ok, your finish work on Friday the 26th. So shall I try to book your flight for the next day?

A : Yes, please. And a return flight on Saturday od the 3rd of August.

Booking Flight

B : I just check your availability.

A : Ok.

B : There's seat available on the Spantash airways. But there is 3 hours stop on the Singapore.

A : Is there a direct flight that I can take?

B : *Hm...* yes Malaysian airways. Their flight departs at 7 o'clock on Saturday morning and arrive at Sydney at 6.30 p.m. local time.

A : *Hm...* that sounds better, but It's a little longer that I thought

B : Well it's 8 hours long flight. Don't forget the time difference. All the time given on local time.

A : Oh, yes that's right. The 3 hours ahead of here.

B : Yes.

A : Ok, can I have the details of the return flight?

B : Certainty. *Hm...* their flight departs at 6 p.m. in the time Bangkok at 11.15 on that same night. Shall I reserve the seat for you?

A : Yes please.

Making A Hotel Reservation

B : Now, let's reserve a room for you at the 4 seasons. Do you want a single or double room?

A : *Oh*, a single room will be fine thanks. Will it have <u>a view in the harbor</u>?

B : *Oh* yes, all rooms serve <u>harbor views</u>. Hm... they have a room available. Shall I make the confirmation?

A : *Yeah*, go ahead.

B : Ok, so now you have a room available at the 4 Seasons on Saturday the 27th of July until Saturday the 3rd of August.

A : That's great! Can I pay by credit card?

B : No problem. So, it is 62 thousands Bath including your Flight.

A : Here is my card. When will I be able to collect my ticket?

B : It should be ready in the couple of days. I'll call you if it's ready flight.

A : *Yeah*, thanks very much.

Note : The Customer/ Client is A and the other, B is The Staff.

The techniques of data collection was the video transcription. The researcher analyzed spoken text principle from in a short video conversation talking about a service by a staff of a travel agent and her client. While the researcher used spoken text analysis to find out its principle that found from this conversation. The steps were, first, getting the video then identifying the conversation which mentioned inside the major topic of the video above. Second, trying to engage the meaning by writing its conversational transcription manually. Then, analysing the video mainly the conversations based on their spoken text principles which found in every form of their subtopic.

After knowing about spoken text principles and their definition, the reseracher analyzed this conversation by breaking down it into two forms, those were, finding the kind of principles of spoken text which applied in the conversation. Then analysing the manner to deliver each priciples in it all at once with its theory. Later, as the last step, the researcher drawing the final conclusion relates to the result of this analysis.

The result showed that there were some principles of the spoken text found in the video as follow:

A. Spontaneity

Actually, the conversation were held by continuing one subtopic to the others. From the conversation above found little bit characteristics of spontaneity like *Hm...yeah...Oh...*that included in filled paused category. Whereas repetitions, false stars and backtracking and also incomplete sentence were not found there. The reason appears that both of them were native speaker who used English as their daily language. So that's why the conversation occured naturally and fluently without any problem.

B. Interactivity

Mainly, it focused on the conversation process which indicated by some general processes of speaking like the speaker took turn to speak, another speaker (listener) kept silent for a moment or interrupts at times. Then signalling their agreement through expression liked smile. The process was be repeated more and more until the topic was finished. Both speakers were doing a smooth conversation used some markes like *Yup...well...yeah* which obviously didn't need a respond. There were also conjunction used for example *but...*that means to clarify then interacting a new topic to be discussed. Using right intonation (pitch) to share the meaning was also important. Person used intonation to engage the meaning of their spoken utterances. Perhaps, same words with different intonation had different intension.

C. Interpersonality

Interpersonality related to transfer interpersonal functions between speakers liked group solidarity, in this conversation showed that both speakers had different position. The first was person who provided the service while another was asking for service. The type of conversation was really formal which indicated with their body language and the use of common word such as; "Sir". The conversation occured in formal circumstances. Most of the speakers talked as provider of the service used vague language and used rising intonation in order to ask something.

D. Coherence

Of course this conversation was made sense. It proved by the sentences or utterance that deliver by both speakers were connecting each others. Although it divided into some sub topics but all of them had corelation enough. Every speaker turned their part well in process of conversation production. One topic that emphasized in this area was talking about service in the travel agency.

E. Relevance

A speaker signal and relevance their utterances by repeating some words in previous utterances. Actually, this conversation didn't show it well. Some of them only mentioned partly then the other interrupted with other question. The example of the conversation were *view in the harbor* with *harbor view.* Then, *room available* that mentioned by same person caused interrupting with a question. The true meaning of relevance didn't appear well in this conversation.

F. Macrostructure

There were two forms of macrostructure therefore an adjacency pairs and transactional talk. In adjacency pairs, both speakers began their talk with greeting, during the process they used some expressions of thanking and the last they showed leave taking. While, transactional talk in this conversation was to achieve the best service (place, time, flight, etc) for a holiday. The transactional talk proved by bargaining process which had purpose to get something.

Thus, all of the result showed that principles above distingushed the spoken text form with written text form. Moreover, they had their own role together to engage communicative purpose in getting good communication.

CONCLUSION

This analysis concerned about the use of principles of the spoken text that used as term to distinguish characteristics between written and spoken text. And the result showed that there were some principles or characteristics of spoken text, found in this analysis such as finding part

of spontaneity characteristic that only filled pauses which could be noted. Interactivity included process of the conversation which occured smoothly and the meaning of using intonation in speaking. Next, interpersonality which had interpersonal function related to speakers' position. Later, determining coherence used in spoken text and it was differences with written text. Those were basic principle of spoken text, but while researcher established this spoken form the researcher couldn't ignore simplify the use of relevance and also its macrostructure. The relevance in this analysis didn't found truly. But, the macrostructure of the conversation worked well when offering the meaning intension in the conversation above.

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