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Conversation Analysis: Turn-Taking Analysis in Variety's Actors on Actors Conversation Video featuring Zendaya and Andrew Garfield

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Abstract

This study is proposed to analyze conversation analysis, especially for turn-taking strategy in a video of Actors on Actors Conversation by Variety featuring Zendaya and Andrew Garfield. This study used a qualitative method with Stenstrom's framework to analyze the turn-taking strategy used in the conversation. The process of analysis consists of four steps; streaming Variety's Actors on Actors Conversation video featuring Zendaya and Andrew Garfield, transcribing the conversation, classifying the data, and interpreting the data. The result of this study showed that turn-taking strategies appear in the conversation. There were starting up, promoting, interrupting, repeating words, taking over, overlapping, appealing, silent pauses, and filled pauses. The most frequent turn-taking strategy used is the overlapping strategy. Therefore, this study suggests that conversation analysis is important for understanding the intent of people's speech. In addition, this study can be used as a reflection on both theoretical and practical contributions. In theory, this study supports the theory of conversation analysis in turn-taking strategies. In fact, teachers can use it as a reference for applied linguistics courses.

INTRODUCTION

People use language to communicate with each other. People all over the world value the ability to communicate with other speakers. According to Duranti (1997), language is a guide to the world. It is not usually spoken in exactly the same way by one another (Richards et.al., 1992). People have to know and understand the differences that occurred. Therefore, language is not simply a means of communicating information. It is also an important means to establish and maintain relationships with

other people in society. People can communicate with others by using language. Language is important for people to learn about other cultures in addition to communicating with one another. According to Rofi'i and Nurhidayat (2019), as cited by Aenida, Herdiawan, & Rofi'i (2022), successful communication can be seen in the understanding of messages between the messenger and the receiver. In general, people develop attitudes toward language that reflect their attitudes toward those who speak the language. It means that a person's language is related to his or her behavior.

The conversation is the most common type of spoken language, in which one person communicates with another person or groups of people by speaking to them (Wei-dong, 2017). There are patterns in conversation, just as there are patterns in sounds, words, and sentences. Even in the most unpredictable conversations, there are some devices that we use repeatedly. If a person wishes to tell a joke, deliver bad news, or request a special favor, there are formal ways to do so. Listeners would be very confused if these cues were not present. Conversations are orderly and organized, but all participants must work at them, seeking to make sense of things, continuing to support one another, checking for meaning, and so on. A conversation, unlike a piece of written work, requires a minimum of two people to participate.

Conversation analysis is the study of talk in interaction. According to Liddicoat (2021), the purpose of conversation analysis is to determine how participants negotiate turn-taking in order to engage in social action. It is more concerned with the production and interpretation of the talk than with the participants themselves. Conversation analysis is used to determine how people talk in a social setting. It focuses on the conversation of one or more speakers who take turns speaking.

Turn-taking is a type of communication in which the speakers take turns speaking. Turn-taking refers to the exchange of turns between a speaker and a listener, or someone taking over a simultaneous conversation (Ghilzai and Baloch, 2016). Steensig (2012) explains that turn-taking refers to how people decide who is to speak when in spoken interaction. A turn (or turn-at-talk) is an utterance produced by one speaker who has the right to speak. Studying the how, when, and who of turn-taking involves studying the linguistic and other communicative resources used to construct turns at-talk, as well as studying the social mechanisms responsible for the distribution and allocation of the right to speak. A turn is when the first speaker speaks before the next speaker. Here, the first speaker makes or holds the turn for the next speaker. Then, the next speaker must know what the first speaker expects. Therefore, it can be concluded that conversation analysis is used to know how participants figure out and respond to other speakers in their conversation. Stenstrom, as cited in Sari, Adnyani, & Paramarta (2021), stated that "taking the turn can be tricky." Turn-taking is an interesting topic to analyze because it involves the organization of a conversation.

Some studies have discussed conversational analysis, particularly in turn-taking strategy. The majority of the research on turn-taking strategy focuses on films, radio and television programs, teaching, and learning processes. The first study was conducted by Emanuel A. Schegloff (2000). In his research, he delved into the type of conversational analysis of turn-taking that the interlocutor used, including overlapping, interruption, and prosody. The findings of the study indicate that interruptions in conversation are a signal to argue about other utterances.

Young (2015) conveyed another study of conversational analysis. In an English discussion class, he investigated a conversation analysis of turn-taking. The findings of the study indicate that students utilize a turn-taking strategy when learning a second language. Napitupulu and Siahaan

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(2014) investigated turn-taking in a wedding ceremony in another study. The data was collected through direct observation and documentation. In their study, three types of turn-taking were used; the first rule was more dominant in every speech situation. It was a reference to kinship and the use of pronouns. When the speaker from the man's side turned towards the woman's side, the addressing system was used to refer to the speaker from the woman's side, whereas the speaker from the woman's side turned to the man's side using a personal pronoun.

To get a better understanding and deep information on what types and why certain types of turn-taking strategies in a conversational analysis, we need some kind of a guide or a rule to conduct a logical conversational analysis. Stenstrom (1994) stated that there are three basic strategies in the turn-taking system. The strategies consist of taking the turn, holding the turn, and yielding the turn.

The process of turn-taking begins when the first speaker speaks, and the second speaker waits for the first speaker to finish before taking a turn. When the speakers run out of things to say, the turn-taking will come to a halt. The turn-taking strategy works perfectly in one situation, but not in another. The first speaker may not have finished his or her turn when the other speaker abruptly takes the first speaker's turn. To avoid this, the speakers must understand the turn-taking strategy in conversation.

In order for the conversation to run smoothly, it is essential between the speakers to work well together. The first speaker must begin his or her speech with the second speaker. After the first speaker has finished speaking, the second speaker will respond to the first speaker's speech. This is referred to as the taking-the-turn strategy. It is also essential to hold the turn. When the speaker has the opportunity to speak but does not know what to say, it is better to hold the turn which is the second strategy. Lastly, the final strategy in turn-taking analysis is yielding the turn. It focuses on giving the speaker a chance to take turns responding to the interlocutor's statement. According to Stenstrom, as cited in Sari et.al. (2021), yielding the turn occurs when the speaker anticipates a response from the interlocutor to what he or she said. Those three strategies then eventually are implemented into one framework called the Stenstrom framework.

Turn-taking is related to the use of language in discourse because turn-taking is part of spoken discourse, which is related to the use of language, which refers to the way language is used in conversation on a specific context, purpose, or person. Unfortunately, there are few studies on a conversational analysis of turn-taking in a casual conversation style, particularly in Variety's Actors on Actors series. The video of Actors on Actors featuring Zendaya and Andrew Garfield was chosen as our object of analysis because the channel "Variety" is well-known and the series is well-liked. In addition, the Actors on Actors series provides an appropriate conversation to analyze. The language used in the video was daily English. As a result, we can learn English from native speakers. Stenstrom's framework (1994) is used to analyze the turn-taking in the video.

RESEARCH METHOD

The data of this study was obtained from Variety's youtube video titled "Zendaya & Andrew Garfield | Actors on Actors - Full Conversation". The duration of this video is thirty minutes and three seconds, with approximately three and a half million views. In analyzing the data, the researcher used Stenstrom's framework. In his framework, the turn-taking strategy is divided into three strategies: the

taking-turn strategy, holding the turn, and yielding the turn. The qualitative method was used in this study. Given (2008) stated that the qualitative method is a method for systematically describing the meaning of qualitative data. The qualitative method is seen as a rule-guided research process (Mayring, 2004). This study used the qualitative method from Mayring (2004), which consists of streaming Variety's Actors on Actors Conversation video featuring Zendaya and Andrew Garfield, making transcriptions of the conversation, classifying the data, and interpreting the data based on the turn-taking strategy.

RESULTS AND DISCUSSION

According to the findings of this study, taking the turn was most commonly used in Variety's Actors on Actors video featuring Zendaya and Andrew Garfield. Taking the turn strategy contributed eighty-two examples in the conversation. The strategy of taking the turn is made up of seventy overlapping strategies: six of interrupting, four of taking over, and two of starting up. The yielding strategy was the second most commonly used turn-taking strategy. The conversation contained twelve examples of the appealing strategy and four examples of the prompting strategy. The third most common turn-taking strategy was holding the turn. The conversation contained five instances of repeating words, five instances of silent pauses, and one instance of filled pauses and verbal fillers. The table below shows the total number of three types of turn-taking strategies:

Taking the Turn Strategy	Starting Up	2
	Taking Over	4
	Interrupting	6
	Overlapping	70
Holding the Turn Strategy	Silent Pause	5
	Repeating Words	5
	Filled Pause and Verbal Fillers	1
Yielding the Turn Strategy	Prompting Strategy	4
	Appealing Strategy	12
Total		104

Table 1. Three Turn-Taking Strategies found in Variety's Actors on Actors Vide

A. **Taking The Turn Strategy**

The researcher discovered some utterances that indicate the existence of the "taking the turn" strategy that occurred in the conversation between Zendaya and Andrew Garfield in Variety's Actors on Actors video. This strategy is critical to get smooth communication during the turn-taking process. Taking the turn itself is one of the turn-taking strategies when the speaker takes turns in conversations. The "taking the turn strategy" consists of four categories; starting up, taking over, interrupting, and overlapping.

The first strategy is the starting-up strategy. A starting-up strategy is one in which one speaker initiates the conversation. It can be a greeting or a direct address to the topic. A starting-up strategy from Zendaya and Andrew Garfield's Actors and Actors video is shown below.

> Andrew Garfield : *I've seen an actor do in recent memory because of its rawness, because of its agony, because of its unflinching*

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	vulnerability and access to a woundedness, and a kind of universal soul-cry for meaning that you seem to just have and access. **How, but how?**
Zendaya	: *Well, thank you.*
Andrew Garfield	: *No, but like-*
Zendaya	: *No, but I mean that. That means the world. I really, really appreciate that.*

In this conversation, Andrew Garfield started the conversation by asking a question about Zendaya's acting. The question that he used was "How, but how?". This example of starting up supports the study conducted by Anwair (2016), who found that in a starting-up strategy, someone has the initiative to talk by asking questions.

Taking over is another type of taking-the-turn strategy. It means that the speaker responds to the interlocutor's questions during the conversation. According to Mey (2001), it could be done directly by allowing the other speaker to speak to others. "Taking over strategy" refers to the other speaker taking over by using connecting words like and, but, and because (Stenstrom, as cited in Sari et.al., 2021). The following is an example of a takeover strategy from Zendaya and Andrew Garfield's Actors and Actors video.

Zendaya	: *He was, you know, had it on his shoulder the whole time and was moving with me, and I think it becomes like a dance, you know? When you have that camera operator that understands.*
Andrew Garfield	: *How long were those takes?*
Zendaya	: **Until the mag went out.**
Andrew Garfield	: *'Cause you shoot on film.*
Zendaya	: *Yeah.*

In this conversation, Zendaya said, "Until the mag went out". This is an example of taking over strategy in their conversation. In this conversation, Zendaya gave a response to Andrew Garfield's question. By saying "until the mag went out," it showed that she made sure to tell him that she was filming with the camera operator until the camera magazine went out. This finding showed that the hearer gave comments or responses to the other speaker (Ertanti, 2016).

The interrupting strategy is the third strategy for the turn-taking analysis. In one instance, one speaker does not always finish his or her speech. It occurs when someone interrupts him or her in the middle of a conversation. Interrupting strategies are classified into two types: alert comments and meta comments. An alert comment is made when one speaker interrupts another by speaking louder than the other. It happens to draw other people's attention. The words hey, listen, and look are commonly used in alert comments (Ertanti, 2016). According to Stenstrom (1994), a "meta-comment" is when one speaker makes a comment to another without offending the other speaker. It means that this kind of interrupting is considered polite interrupting by the speaker. The following is an example of an interrupting strategy from Zendaya and Andrew Garfield's Actors and Actors video.

Andrew Garfield	: *… and it's gonna be 30 minutes of just praising you, and that's fun for me and for all of us. Not for you, but-*
Zendaya	: *I don't know how to, I'm still trying to figure out how to take 'em.*
Andrew Garfield	: ***No, no, no. Well, yeah,*** *but that's another thing we can get into.*
Zendaya	: *Yeah, taking compliments.*
Andrew Garfield	: *Actors taking compliments. Welcome back to actors taking compliments with Zendaya and Andrew.*

In this conversation, the interrupting strategy was found in Andrew Garfield's statement, "No, no, no. Well, yeah, but that's another thing we can get into." By saying "No, no, no. Well, yeah…" it means that he interrupts Zendaya's turn just as she is about to express her shyness in taking compliments. Andrew said that word with a loud intonation, which means he interrupted Zendaya.

The overlapping strategy is the fourth taking-turn strategy in that all speakers speak at the same time. When two speakers speak together at the same time, it is called "overlapping." Here is an example of overlapping that was found in the conversation between Andrew Garfield and Zendaya.

Andrew Garfield	: *If I'm like, "Oh my God, oh, no, I have to do this.*
Zendaya	: ***I have to do it.***

Based on the conversation above, the overlapping strategy was found when Zendaya said, "I have to do it," but she said that when Andrew Garfield had not finished his statement. They speak at the same time.

B. Holding The Turn Strategy

Holding the turn is the second strategy in the turn-taking analysis. This strategy is used when the speaker has the opportunity to speak but doesn't know what to say. This strategy is divided into three categories; silent pauses, repeating words and filled pauses, and verbal fillers.

In turn-taking analysis, the silent pause strategy is one of the holding-the-turn strategies. This is the strategy that occurs when one speaker holds the turn until the current speaker finishes speaking. Here is an example of the silent pause strategy that was found in the conversation between Andrew Garfield and Zendaya.

Andrew Garfield	: *Yeah, like this character I play in this, this guy, Jeb Pyre. He's a Mormon detective, father, husband in the '80s **in Utah-***
Zendaya	: *There's some difference there.*
Andrew Garfield	: *There's a gap.*

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Based on the conversation above, the silent pause strategy was used when Andrew Garfield explains about the character that he plays but then he stammers and Zendaya finishes his sentence.

Repeating the words is the second strategy in holding the turn. It happens when the speakers speak one word many times. Here is an example of repeating words that were found in the conversation between Andrew Garfield and Zendaya.

Andrew Garfield   : *So it was painful, it was **really, really** painful and hard, and I, the Repsol Center just cured all of it.*
Zendaya   : *Shout out again. They get a lot of love. I gotta go. Recommended by.*

In this conversation, Andrew Garfield said "So it was painful, it was really, really painful and hard". By saying "really, really…" means that he speaks one word more than one more time. It means that he wants to make sure about the words to continue his statement.

Filling pauses and verbal fillers are the third strategy beyond holding the turn in turn-taking analysis. Ertanti (2016) stated that filled pauses and verbal fillers are used by the speaker when the speaker is trying to think about what he or she wants to say. Verbal fillers that are usually used such as; em; ahh; and a. Below is an example of filled pauses and verbal fillers that were found in the conversation between Andrew Garfield and Zendaya.

Andrew Garfield   : *Tell me about the memes. 'Cause, like, I noticed this.*
Zendaya   : *No, but like every Sunday, though, like "Euphoria" became like the meme of the thing. It was like, "Euphoria" Sundays, it became like a sporting event. **"Emm"** It was interesting because I think it's hilarious.*

Based on the example above, Zendaya said "It was like, "Euphoria" Sundays, it became like a sporting event. "Emm" It was interesting because I think it's hilarious". She said that to try to think about what she wanted to say.

C. Yielding The Turn Strategy

The last strategy in turn-taking analysis is yielding the turn strategy. It focuses on giving an opportunity for the speaker to take turns by responding to the statement from the interlocutor. As stated by Stenstrom as cited in Sari et.al. (2021), yielding the turn happens when the speakers expected a response from the interlocutor about what he/she said. Yielding the turn strategy is divided into three; prompting strategy; appealing strategy and the last one is giving up strategy.

Prompting is one of yielding the turn strategy in turn-taking analysis. In this strategy, the speaker makes a prompt to encourage another speaker to respond to what the first speaker said. In the prompting strategy, the speaker can make prompting in greeting, questioning, inviting, and offering. Below is one of the examples.

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Zendaya   : ... *because this is not a movie where I can dip up out of it, but I'm in this for, like, **the long haul, right? And how do you stay in that? And how do you find working on, like, a longer medium, I guess, in that way?***

Andrew Garfield   : *It's hard, I found it really hard.*

In the conversation, the prompting found in Zendaya's statement, she said "And how do you stay in that? And how do you find working on, like, a longer medium, I guess, in that way?". It means that she conveyed the question to Andrew Garfield, and she expected a response from Andrew Garfield in his question.

The second strategy in the yielding turn strategy that can be found in the video is the appealing strategy. In the appealing strategy, the speaker expected to get feedback from the interlocutor, such as question tags. Here is one of the examples of an appealing strategy that was found in the conversation between Andrew Garfield and Zendaya.

Andrew Garfield   : *No, but for real, though, so how did you sustain access to that agony, access to that rage, access to that yearning, for the whole series, but particularly that relentless episode, like how did you do that?* (Zendaya sighs) (Andrew laughs)

Zendaya   : *Let's just really go right to it, **right?***

Based on the example above, the appealing strategy is found in Zendaya's statement. She said, "right?". It is one example of an appealing strategy.

CONCLUSION AND RECOMMENDATION

According to the Stenstrom strategy, turn-taking strategies were discovered in Variety's Actors on Actors video featuring Zendaya and Andrew Garfield. Throughout the conversation, the researchers discovered that overlapping and interrupting were the two dominant strategies. There were 70 utterances that used an overlapping strategy and 6 utterances that used an interrupting strategy. The researcher discovers that the speaker employs the overlapping strategy unconsciously. Both speakers used the overlapping strategy to follow what the other speaker said, to express their emotions with utterances while the other speaker was still speaking, and to demonstrate interjection within the speech. The interrupting strategy, on the other hand, was used by the speaker because the conversation in the video was informal. It did not take place in a formal setting. As a result, it is considered normal for them to interrupt each other in the form of a joke.

The other turn-taking strategy mentioned in the conversation was the taking over and starting up strategy, which is part of the taking-turn strategy. As stated in the definition of taking the turn. It happened when the speaker took turns speaking in the conversation. The conversation also contained repeating words, filling pauses, verbal fillers, and silent pauses associated with holding the turn. The strategy of repeating words was dominant in the conversation. The last turn-taking strategy discovered in the conversations was yielding the turn. It used two strategies: prompting and appealing.

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During the conversation, the appealing strategy was dominant. Furthermore, this descriptive qualitative research teaches other researchers how to recognize the type of conversation that occurs within a conversation. It also improves the reader's understanding of turn-taking from the start to the end of a conversation.

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