

Analysis Varied Style of Conversation by Phone in Indonesian Teaching Learning

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Abstract. The related review of this research is about speech act. Next, the study about the speech function using whatsapp and this research is about style in conversation by phone using Bahasa. This study aims to describe (1) style variation of conversation by phone in Bahasa (2) the influenced factors in using variative style in conversation by phone. Collecting data by observation and we use similarity method by pragmatic study for data analysis, next it is used informal technic for final analysis to get the points. This study stated that (1) Conversation by phone in Bahasa is varied; it is used opening, point, and closing. In the opening there are greeting and hedge. There is dialog among participants; speaker and hearer. This dialog sometimes appears the culture among them. This style is used for participant to connect and being connected to other. There is style which is needed as requirement in Bahasa, but sometimes they made misunderstanding each other (2) the influenced factors will set the variative style in conversation using Bahasa, they are: (a) the speaker's attitude, (b) the hearer's social relationship. The analysis of varied style in conversation using Bahasa and it can give contribution in teaching learning in university. If we can combine the material using media, it will be interesting method in teaching learning.

Keywords: bahasa teaching learning, conversation, style and university.

1 Introduction

Recently, in the information era, the smartphone has been being the important thing as a live style; everyone uses it; teacher/ lecturer, police, army, judge, prosecutor, legal advisor, doctor or housewife, farmer, motorcycle taxi driver or public transportation and so on. [1], Not for communication tool but also for business [2], in United States of America, most people use this for business, telecommunication, and retails [3] and education [4]. Yet the specific study about conversation in class has done some researches. The last study observed about style of conversation in multicultural class [5]. There is any relationship between social and cultural interaction in politeness conversation [6], telephone conversations on a recent corruption case, to be specific, a bribery, in Indonesia from the point of view of forensic linguistics.[7]

Style in conversation is interesting to observe, especially in Bahasa. Starting from elementary to tertiary levels, the Indonesian students learn Bahasa continuously. Ironically, the language competency of student is still low. Among the students, there was a symptom of their lack of awareness to study Bahasa seriously so that they could express their ideas, tastes, intentions, and creative abilities ethically, aesthetically, and logically. Besides that, students meet difficulty when they use style and its variation. [8] Fakhrudin stated there is register;

called varied characteristics, in using Bahasa Indonesia among participants [9] The participants' culture can influence the use of language to other.[10]

This study is focusing on conversation in phone. It is to find out the variation of style in conversation in Bahasa by students. It is analyzed how the style is different to others and how the speaker's attitude influenced they style of conversation when they used a phone. This study also give a perspective on how the teacher use media to analyze conversation, style and speakers' attitude using media of teaching and learning.

This research is for student on giving explanation the conversation goes on among the participants in detail. This recording data is from student when they made a conversation via telephone live. There are styles when someone greets others; selamat pagi/ sore/ malam, Halo, and Assalamu alaikum and expression which can be the hedge; congratulation, condolences, sympathy, and empathy and the topic can be family, personal condition and someone else.

2 Literature Related Review

The language use is categorized by the media and the speaker's attitude. The former is divided on text and oral [11] and the speaker's attitude consists of facing and non-facing conversation, such as using telephone [12]. The language situation by the speaker can be split into two categories formal and informal [13]. Language style in the other perspective, it is about the purpose of conversation, conversation is some interactive verbal communication which involves on two participants; speaker and hearer by any time and place to meet a goal. [14]. In this perspective, the participants must give cooperative contribution a each conversation has a goal. Grice states the Cooperative Principle as followC: "Make your conversational contribution such as is required, at the stage at which it occurs, by the accepted purpose or direction of talk exchange in which you are engaged [15]

3 Method

This research data is in the form of Indonesian-language telephone conversations obtained through observations, both full observations and participatory observations [4],[16] Full observation is used if the telephone conversation is fully carried out by the participant and the researcher is not involved at all. Participatory observation was used if the researcher participates in a conversation. The data was recorded and selected as fulfilled requirement. That has been provided are then analyzed by the matching method [17], and the results of the analysis are presented with technical information [18].

4 Findings and Discussion

In general, having a conversation with telephone media consists of three parts, they are; (1) opening a conversation, (2) conducting a core conversation, and (3) closing a conversation. The telephone recipient opens the conversation in a variety of way; aspect of utterance, condition and purpose. In 18 selected data, there are 18 greeting, 3 mixing code, 10 hedging, 8 direction, 7 formal conversation, 8 informal conversation, 5 using cooperative Principle, 8 succeeded goal, 3 failed goal and 3 not-connected goal.

Tab. 1. Aspect of utterance

Way	%
Greeting	100
Hedge	56
Mixing Code	17
Directive way	44,5

Greeting

C: *Assalamu 'alaikum.*

R: Is Bowo there?

C: Bowo, who is this?

R: (HIGH TONE) "Bowo! Bowo!

C: Sorry! Who is Bowo?

R: (somewhat EMOTIONAL) *Alah...* Bowo! Bowo!

C: Sorry, Bro. This is not Bowo's house. Please learn to call well.

(Conversation is cut)

Hedge

Context: By cell phone, H received a call from S, the leader of the Purworejo Branch of Central Java Bank.

C: *Wa'alaikumusalam warahmatullahi wabarakatuh.*

R: Mr. F?

C: Yes, that's right.

R: How are you, sir?

C: *Alhamdulillah!* Alright, sir. How is it, Mr. A?

R: *Alhamdulillah!* Fine. (PAUSE) Well ... like this, Mr. F. Earlier, one of my staff told me that someone said that Pak F, the UMP chancellor, called.

Code mixing

Context: R received a call from C, the leader of Purworejo Branch of Central Java Bank. The telephone used by R can detect the identity of the caller. C intends to hold a discussion with R.

R: *Wa'alaikumusalam warahmatullahi wabarakatuh.*

C: Mr. F?

R: Yes, that's right.

C: How are you, sir?

R: *Alhamdulillah!* Alright, sir. How is it, Mr. H?

C: *Alhamdulillah!* I am also healthy. (PAUSE) Well ... like this, Mr. F. Earlier, one of my staff told me that someone said that Pak F, the UMP chancellor, called.

R: Oh, huh? Sorry. I did not call. I am now on my way to Jakarta.

C: Oh. Earlier my staff did ask the caller "Is this really Mr. F?" Then he answered, "Yes. My staff told the caller, "How different is the voice". The caller answered, "I am on duty outside the city.

R: Oh. Then, what does it say next?

C: He asked who is the leader of BPD now?

R: (Laughing) That's definitely not me! I can't ask that. We already know each other well.

Directive

Context: C Calls R in the afternoon by phone to cell phone. R is his ex-student which is very closed.

C: Halo!

R: Halo! Good afternoon, Sir F.

C: Good afternoon. Where are you?

R: I am on the way going home, Sir.
 C: could you come to my house?
 R: of course, Sir.

In the beginning, the speaker uses *Halo, selamat pagi* (good morning), *sore* (afternoon) or *malam* (evening), *Assalamu alaikum* and so on. Greeting is so important to do when we make a call. Most Indonesian people do it. In data Caller (C) opens the conversation as the initiator. C uses the utterance *Assalamu' alaikum, Halo* and *good afternoon* as greeting. Greeting is the utterance for starting conversation. In Indonesian culture, greeting is a must.

In data Caller (C) and Receiver (R) are a close friend, they also meet each other frequently. C uses family as a topic of hedge. It is for setting the comfortability in communication. Besides, the data is a bit different S and H have not met each other yet C still uses hedge and R uses personal information as a topic of hedge to open the conversation.

In the other data, there are mixed codes. In the conversation there is Indonesian and a little Arabic, namely the greeting "greetings". Participants in the conversation used formal variety speech. The structure of the speech is in accordance with the linguistic domain. In the data, the participants also use informal variation speech. On the other hand, the speech structure used is not accordant with linguistic rules. Only speech but and how come that marks the informality.

Tab. 2. Condition

Way	%
Formal	38
Informal	45
Cooperative	28

Formal

Context: R received a call from C, the leader of Purworejo Branch of Central Java Bank. The telephone used by C can detect the identity of the caller. C intends to hold a discussion with C.

R: *Wa' alaikumusalam warahmatullahi wabarakatuh.*
 C: Mr. F?
 R: Yes, that's right.
 C: How are you, sir?
 R: Thank God! Alright, sir. How is it, Mr. H?
 C: Thank God! I am also healthy. (PAUSE) Well ... like this, Mr. F. Earlier, one of my staff told me that someone said that Pak F, the UMP chancellor, called.
 R: Oh, huh? Sorry. I did not call. I am now on my way to Jakarta.
 C: Oh. Earlier my staff did ask the caller " " Is this really Mr. F? "Then he answered," Yes

Informal

Context: R receives a call from C (people who already know each other well).

C: Hello.
 R: Hello, Mas. It's me Ayin, here.
 C: Aa ... what do I do, Yin?
 R: That's ... the Urip. But, here I am already using this other phone number, safe. Caught by KPK at home.

Cooperative

Context: R received a call from C, the leader of the BNI (Branch Bank Manager in Purworejo) in the morning at the office. C intends to have a conversation with R. In this conversation R did not initiate.

R: *Wa' alaikumusalam warahmatullahi wabarakatuh.*
 C: Please confirm, sir. Is it true that you called me?

- R: No. I just entered the office and haven't called anyone. What's the matter, sir?
 C: I was told by the staff that you called me. You asked for information about the UMP account number because at this time in the district pavilion and in a hurry so there was no time to remember the UMP account number.
 R: I'm on campus.
 C: Er ... so, not in the district pavilion?
 R: No.
 C: I was already suspicious. Usually Pak F if he calls me by phone.
 R: Yes.
 C: But, why did you call the office? But, do you really need a UMP account number?
 R: No.
 C: If you really need it, we will immediately prepare it. We have to serve customers.
 R: But I don't need it. Asking for help from Mr. S. Some time ago someone claimed that Mr. F, the Chancellor of the UMP, then called the bank. He asked for account number info, even balance info. Alhamdulillah, the staff who received the call confirmed me. I said that I never called to ask for info about account numbers and balances. Once again, ask for your help and cooperation if there is a caller who claims to be Mr. F.
 C: Fine, sir. Thank you.

C chooses the best way to talking according to the addressee to whom he/she speaks. In this data shows that C makes a call to someone that he has not known before. R also has a high level position in a company. Then the speaker made a conversation in formal way. In another data, time and place make speaker deciding to speak formal, for example in campus, office, in the work hour or night.

Tab. 3. Speaker's goal

Way	%
Succeeded	56
Failed	17
Not connected	17

Succeeded

- C: *Assalamu 'alaikum*.
 R: *Wa 'alaikumusalam*.
 C: UMM?
 R: Yeah, right.
 C: Can I talk with A?
 R: Sorry. From whom I talk to?
 C: F, from UMP.
 R: so, Sir. Please wait a minute.

Failed

There is a call from C to R at 11:30 PM. at home. R cannot detect the C's identity. S has no intention to meet with Bowo's family

- R: *Assalamu 'alaikum*.
 C: Is Bowo there? (forgetting to reply greeting)
 R: Bowo, who is this?
 C: (HIGH TONE) "Bowo! Bowo!
 R: Sorry! Who is Bowo?
 C: (somewhat EMOTIONAL) *Alah...* Bowo! Bowo!
 R: Sorry, Bro. This is not Bowo's house. Please learn to call well.
 (Conversation is cut)

Context: R receives a call from C at home in the afternoon.

C: Assalamu aik alaikum.

R: Matahari?

C: No

(Conversation is cut)

Not Connected

C: Assalamu "alaikum.

R: Wa 'alaikumusalam. PDM?

C: Not.

R: 364488?

C: Not, Sir. 364489.

R: Sorry. Miss dialed.

C: Yeah.

There are data which is including to; succeeded, failed, and not connected goal. The succeeded goal if the caller or receiver are cooperative; they use cooperative principle (CP). They do turn taking in conversation. On the contrary, it will be failed because the speaker or hearer or both of them do not use CP. "Make your conversational contribution such as is required, at the stage at which it occurs, by the accepted purpose or direction of talk exchange in which you are engaged." Furthermore, he develops the classification of maxims into: a. Maxim of Quality: Try to make your contribution one that is true. [15]

1. Do not say what you believe to be false.
2. Do not say that for which you lack adequate evidence.
 - b. Maxim of Quantity:
 1. Make your contribution as informative as is required (for the current purposes of exchange).
 2. Do not make your contribution more informative than is required.
 - c. Maxim of Relation: Be relevant.
 - d. Maxim of Manner: Be perspicuous.
 1. Avoid obscurity of expression.
 2. Avoid ambiguity.
 3. Be brief (avoid unnecessary prolixity).
 4. Be orderly.

There is data which a speaker or hearer does not observe the maxim of relation. It means the speaker or hearer makes irrelevant utterance while making conversation. It is because of the speaker or hearer does not give any further information of he /she talks to. In the end the conversation is cut and failed in goal.

5 Conclusion

There is a latest study about wrong utterance in Bahasa [19], wrong answer in some interview [20], [21] and wrong things become humor [22]. In this research is limited on conversation by phone. It is about how to open conversation, go to main point and close the conversation. It is varied style, depending on participants' attitude, culture, and others. This variation is happened among the participants, when they got wrong dialed or line.

There is style appropriated to Bahasa, yet some of them are different because of the participants' attitude. In these data, we found three factors; formal, informal and cooperative way. In the way of speaking, the participants use three items; greeting, code mixing, hedge and direction. And according to the goals there are three conditions; succeeded, failed and not connected.

Participants sometimes use code mixing and change the conversation in formal way. In consequences, the participants choose their style in formal way; it must be obeyed the rule of Bahasa. Besides participants choose doing conversation in informal way; they does not need to obey the strict rule of Bahasa.

The social relationship always influences the style they make. When they know each other, they choose the informal way because they do not need to obey the strict rule of Bahasa,

Analisis variasi bahasa Indonesia dalam percakapan telepon dapat memberikan kontribusi yang berarti bagi pembelajaran bahasa Indonesia di perguruan tinggi. Analysis of style in Bahasa by a phone can contribute effectively in teaching and learning at University. If it is used creative media, then it will increase the effectiveness in learning Bahasa.

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