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Tourism*

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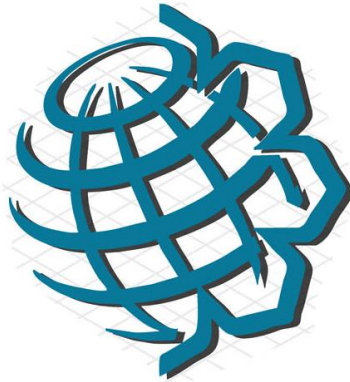
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SUSTAINING GLOBAL DEVELOPMENT GOALS
THROUGH
LANGUAGES, EDUCATION, AND TOURISM

**PROCEEDING OF ILTC 2019
(ENGLISH LANGUAGE)**

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2019

*Sustaining Global Development Goals Through Languages,
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EXPLORING MULTI-PARTY INTERACTION IN TV TALK SHOW: NON-VERBAL AS RESOURCES FOR COOPERATIVE INTERRUPTION

Mohd Azalan, Aida Sahira*¹, and Abdullah, Nur Nabilah²

^{1, 2} Department of English, Kulliyah of Languages and Management,
International Islamic University Malaysia, MALAYSIA
(E-mail: sahiraaazalan22@gmail.com, nnabilah@iium.edu.my)

ABSTRACT

Interruption in conversation does not necessarily have to be negative as it could also be viewed as something positive such as for maintaining and progressing a conversation (Amalia, 2016; Li, 2001). This paper explored interruption practices in a Malaysian television (TV) talk show called the DOPStv (Deen of Peace Studios), an Islamic lifestyle talk show. The data was collected from the online YouTube videos in which the series on 'couple talk' was selected as the TV talk show represented a multi-party interaction where more than two speakers were involved in the talk. Using the conversation analysis approach, this study analyzed how interruption was managed by the participants in the TV talk show. The findings suggested that the participants in the DOPStv talk show utilized the use of non-verbal cues as resources for cooperative interruption such as to provide assistance, agreement and clarification in a multi-party interaction.

Keywords: Cooperative interruption; Conversation analysis; Non-verbal; Multi-party interaction; TV talk show

1. INTRODUCTION

Interruption can occur in various situational context and setting; both formal and informal. It is likely for the conversation to happen in casual conversation between family and friends, however, interruption also possibly takes place in an institutional setting such as conversation in the classroom, police interrogation or television studio.

Interruption does not necessarily represent a competitive or disruptive act. A speaker may have different goals when interrupting which could be in positive ways. People may interrupt to display their high participation or involvement in a conversation such as to support the utterances of the current speaker, to develop ideas, or to share things which eventually resulted as cooperative act of interruption (Agustin, 2014).

Using the conversation analysis (CA) approach, the aim of this paper is to investigate how interruption practices are managed by the participants in the Malaysia television (TV) talk show called the DOPStv (Deen of Peace Studios). Although verbal interruption is crucial to analyze, this research also provides new insight on how nonverbal gestures are utilized by speakers as resources in supporting cooperative interruption.

2. LITERATURE REVIEW

Talk show involves both casual conversation and formal discourse and it could be considered as a semi-institutional setting (Carnel, 2012; Ilie, 1999). It typically involves interaction between host and guest. Talk show is a platform that allows the host and guest to discuss, share and convey information to the audience.

2.1 Conversation Analysis of Talk Show

Conversation analysis (CA) is an approach to the study of social interaction of everyday life. Since the establishment of CA, studies on institutional interaction discovered that diverse communicative phenomenon could occur differently in different setting or context (Carnel, 2012; Ilie, 1999; Roca-Cuberes, 2014). Hutchby (2006) stated that in analyzing talk-in-interaction, broader sense of 'context' should be explored, as talk does not only occur at a particular setting. In other words, it could be in any form of situational contexts such as conversation with family and friends. It could also take place in a larger scale of organizational settings such as at schools, workplaces or at TV studios. The latter setting is known as the institutional setting (Lester & O'Reilly, 2018). The types of institutional setting could be recognized by their systematic turn-taking sequences that focus on role distributions and turn pre-allocation between the participants (Hutchby, 2006; Ilie, 1999).

Talk show is considered as a form of interaction between participants that occur in an institutional setting and recently, there is a growth interest in using CA to analyze interaction in talk show (Carnel 2012; Tolson, 2001). Interaction in talk show tends to be more spontaneous and less regulated, compared to other interactional activities in similar setting, such as in political news interviews. Talk show can be considered as casual conversation as it is organized in forms of question-and-answer sequences (Carnel, 2012; Hutchby; 2006).

2.2 Cooperative Interruption

Interruption does not necessarily have to be harmful as it could also be useful in maintaining and keeping the conversation in progress (Amalia, 2016; Li, 2001). Cooperative interruption is known to perform such functions. In cooperative functions, the speaker who interrupts act as the collaborator, as he contributes to the development of the ideas or topic of discussion in the conversation (Amalia, 2016). Cooperative interruption functions are to offer assistance, agreement and clarification (Li, 2001).

According to Li (2001), assistance as the function of interruption occur when a speaker finds that the current speaker needs assistance in expressing thoughts and ideas. The interrupter assists by providing words or phrases that could help the current speaker. Interruption for displaying agreement occurs when a speaker supports the ideas presented by the current speaker (Li, 2001). The speaker, who interrupted, plays the role as a listener, and provides responses or supports even though the current speaker has not finished his turn. Clarification, on the other hand, is another cooperative interruption that occurs when the listener interrupts in order to provide clarification or explanation on previous information given by the current speaker (Kennedy & Camden, 1983, in Li, 2001). Hence, clarification occurs when the listener seeks for explanation from the current speaker, or wish to confirm something, before progressing on the topic discussed.

2.3 Interruption in Talk Show

In a research conducted by Hartono and Gunawan (2013), the study examined an Indonesian television talk show called 'Indonesia Lawyers Club'. The study analyzed overlaps and interruption, in which it specifically focused on the context of a conversation between the host and the guest. Their findings discovered that the host and the guest interrupted each other to seek for clarification, to complete, to break up and to conclude a conversation. Hartono and Gunawan (2013) also further concluded that the interruption and overlaps in their study did not represent violation, instead they found that the interruption displayed a positive behavior between the host and the guest.

In a similar study by Faizah and Kurniawan (2016), it was found that in a mixed-gender talk show, both men and women are interrupted by the opposite gender in the conversation. There were two types of interruption found such as competitive and cooperative (Faizah & Kurniawan, 2016). Shalaby (2006), who conducted a research on interruption in Egyptian TV talk shows, reported that in a talk show, the power and institutional role were given to the host. The study found that the host took charge of the conversation, which allowed them to display competence, enforce topic shifts and others. Hence, the study concluded that the host interrupted more in talk shows (Shalaby, 2006). Larasati (2014) mentioned that the setting of the conversation could also influence the occurrence of interruption. For example, in talk show, the host and guest may interrupt each other to show interest, agreement or arguments (Larasati, 2014).

2.4 Gestures in Interruption

The verbal language in a conversation is important in interruption studies. However, it is

also crucial to observe the use of gestures or non-verbal conducts used in interruption. Kaartinen (2013) conducted a study on multi-function of gestures in interruption in news interview in which he examined how gestures evolved before, during and after interruption. Kaartinen (2013) stated that:

“...gesture can be used a) during the current speaker's turn to cut him off in the middle of their turn, b) as a rhythmic gesture to emphasize the speaker's speech, and c) as an accusative tool during the interruption for pointing at both the idea presented and the speaker responsible for that idea” (p.3).

The study concluded that multi-functional gestures served for different functions and purposes such as to regulate floor taking and turn-taking system particularly in institutional setting and supporting the verbal utterances that occur simultaneously. Hence, this study adapted Kaartinen's study theoretical framework in analyzing the nonverbal resources or gestures that occur during the interruption in TV talk shows.

3. METHODOLOGY

The data of the TV talk show was collected from the online YouTube video. The video data was obtained from the Malaysian talk show named DOPStv, an Islamic lifestyle talk show. The series on 'couple talk' in DOPStv was selected as it represented a multi-party interaction where more than two speakers were involved in the talk. The talk show was hosted by Aiman Azlan (A), a well-known Malaysian motivational speaker with Noh Salleh (N) and Mizz Nina (M) as the invited guests for the episode; both guest was Malaysian celebrity as well as husband and wife (Figure 1).



Figure 1: The participants in the multi-party interaction

It is important to note that both video and transcript were important in formulating the analysis of the study. The length of the video data was 35:51 minutes and it was watched several times, transcribed and then analyzed using the CA approach. The study focuses on verbal language and the nonverbal conducts in the interaction, hence, the analysis was based on both audio and visual aspects of the data. The language spoken in the data video were both Malay and English. The contextual meaning of the spoken language was translated to English and included in the transcription in italic form.

4. MAIN RESULTS

The study found that most of the interruption presented is cooperative interruption, rather than the intrusive function of interruption. In a talk show setting, the speakers used interruption to express their high involvement in the conversation, such as displaying their

interest and active listening. These interruptions are known as cooperative interruption (Larasati, 2014; Amalia, 2016). Three functions of cooperative interruptions namely agreement, assistance, and clarification are found in the multi-party interaction featured in the *DOPStv: Couple Talk*. This study analyzed both verbal and nonverbal occurrences in cooperative interruption which will be discussed in the followings.

4.1 Assistance

Assistance interruption occurs when a speaker wants to provide assistance to the current speaker, particularly when he or she feels that the current speaker needs help in completing the utterances. Hence, the speaker provides assistance by providing possible words or phrases to help the current speaker. The followings are discussion of assistance function in interruption found in this study.

Excerpt 1

```
01      N:      dia:: sebab one time er::: ( ) erm:: producer,
              he:: because one time er::: ( ) erm:: producer,
02          your [manager
03      M:          [my manager
```

As presented in the excerpt 1, in line 1 Noh displayed uncertainty, indicating that he could not remember the position of the person that he was referring to. Initially, he mentioned the position as “producer”, but later displayed hesitation and made a repair as he uttered “your manager” and pointed his index finger towards Mizz, as referring to Mizz’s manager. Upon realizing Noh’s difficulty and the hand gestures, Mizz interrupted Noh and said “my manager”, confirming that it was her manager. Note that the phrase ‘my manager’ (line 3) overlapped with Noh’s utterances (line 2). Thus, the function of assistance could be seen as Mizz interrupted Noh’s turn to assist him in searching for the right word.



Figure 2: Noh’s gestures provided an opportunity for assistance interruption

As presented in the Figure 2, Noh pointed his index finger to Mizz when he mistakenly mentioned the person searched-for as “producer”, but Noh made a repair as he later restated as “your manager”. Upon noticing Noh’s difficulty, Mizz provided assistance interruption when she noticed the hand gestures, Mizz gazed on Noh as she provided a confirmation by saying “my manager”. Hence it could be seen that the hand gestures created an opportunity for Mizz to interrupt and offer an assistance.

Excerpt 2

01 M: so so okay not bad la and then erm the moment I erm er:: I
02 became interested in him [it
03 A: [aha
04 M: was not when we were recording the music but was when he
05 invited me to go and do some erm humanitarian work
06 erm-
07 A: ah: MasyaAllah
08 ah: with God's will
09 M: yeah it was basically like err we had to do registration
10 for- it was::
10 N: sukarelawan untuk er:: hari sukan OKU semenanjung malaysia
volunteering for er:: the peninsular malaysia OKU sports day

In excerpt 2, Mizz and Noh were recalling their first time meeting each other. Mizz mentioned that the first time that she became interested in Noh was not when they did the first recording together, but it was when they had to do some humanitarian work together. In line 9, Mizz could not remember the name of the event. Hence Noh interrupted her with “sukarelawan untuk er:: Hari Sukan OKU Semenanjung Malaysia” (line 10) in which Noh provided an assistance to complete Mizz’s word searched-for.



Figure 3: Noh’s gazed on Mizz as assistance interruption

Figure 3 above showed moments of Mizz tried to recall the humanitarian event they had back then before they got married to each other. As Mizz took her turn in line 8, she remained her gaze on Aiman (image 1). However, Mizz shifted her gaze slightly downwards, an indication she was doing a word search (image 2). Noh realized Mizz’s hesitation when she stretched her utterance “was::” (line 9) and gazed her eyes away from Aiman. Following this, Noh interrupted Mizz to assist her in her word search, in which Noh then shifted his gaze from Mizz to Aiman and provided a completion to the word search in line 10.

4.2 Agreement

Agreement interruption of cooperative function happens when the person who interrupts takes the floor from the current speaker. This could be suggested that the speaker wants to support, to display understanding and to show agreement to the current speaker’s utterances. Based on the findings, it could be seen that there were high occurrences of

agreement function in the TV talk show *DOPStv: Couple Talk*. The following discussion are examples of agreement function found in this study:

Excerpt 3

01 N: terus kahwin and then kahwin baru kita know each other
got married and then after marriage we got to know each other
02 It's a good one because there's no turning back and instead
03 of you cari the perfect person for you- there's no such
of you finding the perfect person for you- there's no such
04 thing as perfect person.
05 M: True
06 N: You have to::
07 : (0.5)
08 A: Make the best out of who you are
09 N: Yes hm hm () la sebenarnya aku banyak korbankan
Yes hm hm () yes truthfully I've sacrifice
10 banyak benda, macam because kalau fikir ego aku, takkan jadi la
a lot of things, it's like because if I care on my ego, it won't

In excerpt 3, in line 1 to line 4, Noh explained how he and Mizz got to know about each other and accepting one other after marriage. While Noh was trying to explain further in line 6, he experienced troubled in completing his utterances that could be indicated with the stretched sound “to::” and a pause (line 7). Aiman then interrupted Noh as he took the next turn in line 8 and offered a possible completion to Noh’s utterances as he said “make the best out of you are”, while gesturing both hands inwards. Following the completion by Aiman, Noh turned his head towards Aiman and gazed at him as well as providing an agreement in line 11. Hence, Aiman’s interruption in line 8 was to show his agreement to the utterance made by Noh, eventually lead to the agreement function.



Figure 4: Aiman displaying gestures of agreement interruption

As can be seen in the Figure 4 above, the initial floor belonged to Noh (line 1 to line 4, image 1 and image 2). The interruption was performed by Aiman when he wanted to show agreement to Noh’s point. When Aiman wanted to interrupt the conversation, he stretched his hands outward, to show that he wanted to add a point to the topic discussed. Aiman interrupted Noh by saying “make the best out of who you are” (line 8, image 3). On the other hand, after the interruption, Noh shifted his gaze towards Aiman, to indicate that he agreed with the points mentioned (image 4). The following excerpt 4 below is another

instance of agreement function.

Excerpt 4

01 M: err you have to look at you know, my partner () like- are
02 you in a good mood () are you in a bad mood () are you angry
03 so that's definitely not a time where I can actually go up
04 to him and say sayang I want to talk to you like() no
05 A: Hmm
06 M: like it has to be in a time where (0.1)you know (0.2) he's calm,
07 when he's cool, then I'll be like (0.2)sayang::
08 then I'll- (0.2)you know, slide it in whatever it is I want to
09 talk about:: [er:
10 N: [when you're off guard or something ((Mizz and Noh laughed))
11 A: tu- tu la kan
That- that's right

In excerpt 4, Aiman, Mizz and Noh were talking about how people expressed their feelings and emotions differently from one another, especially towards their spouses. As Mizz shared her thoughts about her partner (line 1 to line 8), she experienced troubled in completing her utterances in line 8 which was then followed by hedges “er::” (line 9). Overlapped with the hedges was Noh’s utterances (line 10) when he made an attempt to complete Mizz’s utterances as he said “when you’re off guard or something”.



Figure 51: Gestures of agreement interruption

As mentioned previously, the interruption was performed by Noh (in line 10) during Mizz’s incomplete utterance (line 9). In image 1 and image 2, Noh was displaying listenership to Mizz’s points as he kept his gaze downwards. When Noh interrupted in line 10 he shifted his gaze towards Aiman (image 3) which could suggest that he supported Mizz and displayed an agreement towards Mizz’s explanation. In image 4, it could be seen that Mizz laughed to display her agreement and this is followed by Noh’s laughter.

4.3 Clarification

Clarification interruption occurs when a listener interrupts the current speaker to seek for confirmation. Clarification may also occur when the listener displays confusion of the current speaker’s utterances. The following discussion are examples of clarification function found in this study:

Excerpt 5

01 M: yeah it was basically like er: we had to do registration
 02 for- it was::
 03 N: sukarelawan untuk er:: hari sukan OKU semenanjung
 04 volunteering for er:: the peninsular malaysia OKU Sports Day
 05 A: [and what year was this? (0.1) hari- tahun berapa ni?
 and what year was this? (0.1) day- what year?
 07 M: [two thousand-ten?]
 08 N: [two thousand-ten.]
 09 M: Yeah, two thousand ten

In excerpt 5 above, Mizz and Noh talked about their first meeting when they met each other at an event called the Peninsular Malaysia OKU Sports Day. In line 5, Aiman interrupted Noh's utterances (line 4) as he sought for clarification on the year that both Noh and Mizz met with each other. Noh and Mizz's utterances overlapped with each other as shown in line 5 and line 6 as to provide clarification.



Figure 6: Gestures of clarification interruption

In Figure 6 above, it could be seen in image 1 that Aiman put his hands outward while making eye contact with Noh and then at Mizz. When Aiman interrupted, he began his utterances in line 5 which also overlapped with Noh's utterance in line 4. Following this was a short pause (0.2) and Aiman continued to seek for further clarification (line 5) as he pointed his hand gesture towards Mizz. Below is another example for cooperative interruption that functioned as seeking for clarification.

Excerpt 6

01 N: God didn't give me that ability ((laugh)) so Nina
 02 (0.2)
 03 N: tak Nina,
 no Nina,
 04 isn't like that cut it short- sayang I don't like this- this
 05 can you explain to me what's going on? So::-
 06 A: Oh Nina jenis direct
 Oh Nina's is the direct typ)
 07 N: Sebelum tidur, kita settle dulu
 before we go to bed, we settle it first

In except 6, Noh was describing about Mizz's personality (line 1 to line 5). However, Aiman interrupted Noh's description about Mizz in line 6 when Noh stretched his utterance as he

said “so::” (line 5). Hence, Noh’s stretched word has provided an opportunity for Aiman to interrupt as he responded with the token “Oh” and provided clarification about Noh’s interpretation on Mizz’s personality as being a direct type of person. Noh described Mizz as a person who stated her mind when disliking something (line 4 to line 5), which was then clarified by Aiman (line 6). Noh then provided further clarification that both him and Mizz resolved things before going to bed (line 7).



Figure 7: Aiman’s eye gaze and hand gestures of clarification interruption

Aiman indicated his active listening to Noh’s utterance when he put his hands together on the table (line 1 to line 5, image 1). However, in image 2, it could be seen that Aiman slightly stretched his hands outwards and gazed on Mizz and then back towards Noh, when he interrupted Noh in line 6. Hence, Aiman’s hand gesture and shifting eye gaze from Noh towards Mizz and back towards Noh were an indication of cooperative interruption that functioned as providing a clarification.

5. CONCLUSION

Interruption has always been associated with the violation of the conversation contract of turn-taking system. Although there are various ways in defining ‘interruption’, the current study employed the meaning of interruption as the deviation of the smooth turn-taking system between speakers as what has been suggested by Xu (2009). This study examined how interruption was managed in talk show, which eventually contributed to the research of interruption, particularly in semi-institutional setting. Hence, this study explored the multi-party interaction between the host and the guests which was analyzed based on conversation analysis approach.

The findings of the study discovered that interruption can occur for different functions, such as cooperative interruption. Cooperative interruption can take place when another speaker interrupted the current speaker’s turn to provide assistance, to express agreement or to seek for clarification. In this study on talk show setting, it was found that the host performed interruption as he needed to lead the conversation by asking question and extending the idea of the guests. On the other hand, the guests interrupted to display their high involvement in the conversation. Thus, it can be concluded that interruption that occurred between the host and the guests is an indication of positive behavior in the talk show interaction.

Finally, the study examined the use of verbal language and nonverbal resources in

interruption. The nonverbal conducts that the speakers used during the interruption were displayed as resources for cooperative interruption; such as the use of eye gaze, pointing and hand gestures combined with the verbal talk.

Transcript Conventions

(0.5)	pause
[]	overlap marker
,	failing intonation
:	lengthening
=	latched turns
UPPER CASE	loud voice
<u>word</u>	stressed syllable / word
<i>word</i>	translation to English word in italic
((word))	notes on gestures and movement

Bibliography: Aida Sahira Mohd Azalan is a final year undergraduate student at the Department of English, Kulliyah of Languages and Management, International Islamic University Malaysia. Nur Nabilah Abdullah is an Assistant Professor at the Department of English, Kulliyah of Languages and Management, International Islamic University Malaysia.

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