

THE PATTERN OF TOPIC CHANGE IN SINGAPOREAN AND INDONESIAN CONVERSATION

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Abstract

Conversation as the result of social interactions. It was constructed by culture, context and language. These phenomena related to Ethnography, the analyze of structural and organizational in language and culture. These were drawing a pattern, this schema of pattern in conversation was unpredictable, it distributed based on the topics which used by participants. The aims of this research were drawing pattern and analyzing the topics in conversation. Data analyzed through ethnography methodology in communication. Whether the result showed that the conditions were quite different to the theory. First is pattern of topic change in formal conversation quite different to the previous study and theory. Second was the topics used in formal conversation controlled by the dominant participant, there were affected by the social status and context. These results may be affected by the context and setting of the conversation.

Keywords: *Topic Change, Pattern, Ethnograph, Dominant Participants*

1. INTRODUCTION

The most commonly done activity in society is communication, in daily life every people always produce it. Communication is divided into written and oral, as the study that analyses language, discourse analysis was suitable approach to analyse and describe the aspect which influence and include in to communication. Conversation is one of the focuses in the society and discourse analysis subject, by these approaches the conversation can be analysing, support by Johnstone (2010) the exploration and documentation of communicative competence within a speech community is the essence of the ethnography of communication. Conversation refers as the way to express idea, meaning, suggestions, critic, topic and purpose in orally.

According to Brennan, S (2010) Conversation is activities which include more than two person or participants who use linguistics form verbal and non-verbal signal to communicate interactively. Support by Maynard (2016) Conversation is often characterized having some topic or several topics. Based on this opinion, conversation is the activity in the social life; this activity includes two or more participants. Based on experts above, the activity can be in the verbal or in the non-verbal. Additionally, Claude, S (2003) said that conversation as the modelling of a transmission channel used to convey ideas between an information source and a destination. Shortly, conversation is a model of transmission channel, the aim of transmission channel is used the convey message between an information and the source of the information itself. Based on the explanation above the definition of conversation is the real model as the impact of the social activity, the aim is to get, to give, to inform and to express ideas with the others.

In conversation there is formed several features, they are topics, code, the dominant person or participant who always be source of information. Burke (1993) states that the most common features are topic switch freely, topic are often provoked by what speakers are doing, by objects in their presence or by some association with what has just been said, speakers comment on each other's statements, topics are only elaborated on

briefly after follow-up, comments in response to a topic often include some evaluation, response can be very short, ellipsis is common. Topics have defined the propositional content in the conversation. It is as labelling what are the important thing or important issue that must be discuss by the participant which used by the participant who talk in the conversations, support by Hurting (1977) argue that a new topic usually labelling only by the introduction of propositional content. Topic refers to the main idea in the conversation and how to the interaction processes define by Brinton and Fujiki (1989). The topic in a conversation is the important aspect, because topic as the signal of many aspect, they are symbol where the conversation was taken, the hot issue when the conversation doing and who is the background of the participants of the conversation. The chosen of use topic will describe the relation of the participants between other aspects which construct the conversation. However, this research was explaining and drawing the important aspect in the conversation, that is Topic Change. The result will be enriching and previews study in apply linguistics study in social life also the knowledge how the shape of the Topic Change that produce by the speakers and inform what are the aspect that influence the shape of pattern itself. Conversation is the product of social activity, this is the complex process. It is developed by linguistic, utterance and society. The analytical of conversation is the complex research. Additionally, there found several processes to conducted data by using this method. The several processes taken in the technique to analyse data was explain by Brewer (2000), they lay down the procedures for constructing a hypothesis (methods of research enquiry), for designing a questionnaire, conducting an interview or doing participantobservation (methods of data collection), for working out some statistical formulae or for using computer packages to analyse quantitative or qualitative data (methods of data analysis). Shortly, the technique to collect data through this method is recording, the method of the research is qualitative. The most important of this method is the goal. While, the goals had been explained by Troike (2003) ethnography are at least in the first instance descriptive, and information about diverse “ways of speaking” is a legitimate contribution to knowledge in its own right, the potential significance of the ethnography of communication goes far beyond a mere cataloguing of facts about communicative behaviour.

Conversation as the basic of socialization, by this thing human will produce many things to express their idea by orally. Glaser and Strauss (1967) argue that Products of social interaction, for example, can also be studied reflex-lively, looking at one feature in the context of what is understood about other features, allowing for the constant comparison suggested. Shortly, Conversation was an activity as the result of socialization, divided into oral written form. It is a sign that found interactive in the social life, this activity to express, show and accept other ideas.

In the communication change is the phenomena Ford (1995) change is phenomena that occurs within communication. Change is the process to formulate the displacement of process and structure, defined by Ford and Ford (1995) Change has been conceptualized as an occurrence that results from the daily communication interactions in organizations. Based on Prosci (2016) Change is an activity of current state, through a transition stage and to a future stage (how things will be done). However, appears when one of the speakers introduces a new topic which is then agreed by the interlocutors (Akmaliyah, 2010). Assuming that, Topic Change is the schemas which explain the turn

over and displacement the use of topic in a conversation as the result of an activity in social life.

In social life, there found so many kinds topics which used by participant in a conversation. Applied pattern in conversations is explained the placement and distribution of topic in conversation. Psychologies side, the recognition in the Pattern has been explained by Alexander (1979) he said that Pattern is the futures of mapping a board features, even a pattern with another pattern are not some. While in the conversation, the participants will produce topics. Usually these topics were move in automatically, practically, smoothly and unpedantic ally. Each of the movement, serve different pattern. Stenstrom (1983) argue that the overall pattern of a conversation consists of 'opening', 'message' and 'closing'. Based on this expert Erlenawati (1996) argue that the topic in the present study is defined as: 'stretches of relevant utterances about the same topic by both speakers, which are bounded or not by the topic shifting markers. She had been drawn pattern explained placement and distribution of the topic development.

According to the explanation above, Pattern connected and explained the distribution of the Mapping from a section - a small part that will build an element or a whole component. Applied pattern in Topic Change refers as explanation of placement and distribution topic change in a conversation. The aimed is to connected one topic to another topic.

2. METHODOLOGY

2.1 Qualitative Methodology

The objective of this study was drawing and analysing the pattern of topic change in conversation. The suitable methodology in this research is Qualitative methodology, Creswell (1994) argue that Qualitative research methodology is describing the unfolding model that occurs in a natural setting that enables the researcher to develop a level of detail information from high involvement in the actual experience. This method was one of methodology in the research to investigate and develop the natural settings. Shortly, Qualitative research as the way how to the researcher investigate their problem and explain their data based on the result in the research study by descriptive.

2.2 Setting of the Research

In this study, the research analysed and investigated conversation in formal conversation at office. The speakers in the conversation are the and the secretary both of them in an office. In the daily life and daily activity at office and outside if the context still on the work, both of speakers used English as their language. The aim is to serve detail information for the readers the pattern of changing topic which produces by the participants who use English in office context.

The subject in this research was the participants who use English in daily life especially formal conversation at PT. SINTARO BENCOOLEN INTERNATIONAL the place at Jl. Kapuas Raya, Ruko Kapuas Grande No. 21-22 Kelurahan Padang Harapan, Kecamatan Gading Cempaka, Kota Bengkulu, and Provinsi Bengkulu.

2.3 Procedure of Collecting Data

2.3.1 Recording

Bowman (1994) recording is the way to take and showing the position of the object in naturally. In recording the conversation, the writer was not to setting and regulates the condition, it must do in natural. Through record the conversation the research was

investigated the recording after that transcribe the conversation into written text, the transcriptions used to generate initial ideas about how people communicate in talk in interaction.

2.3.2 Participant observation

Kawulich (2005) particularly participant observation, has been used in a variety of disciplines as a tool for collecting data about people, processes, and cultures in qualitative research. The participant observation refers as a tool to observe and collect data in qualitative research.

2.3.3 Instrument of Data Analysis

An observation checklist refers was a list of things that an observer is going to look at when observing a data. Applied Observation Checklist 1 (Appendix III) in this research refers as guide to guide and determining the clue in the word and phrase as signal topic change in the conversation. The observation checklist in this research adapt the listed of clue as signal topic change in conversation by “Sarah Russell and Transitional Words and Phrases”.

2.4 The Technique of Analysing Data

2.4.1 Conversation Analysis

According to Mazeland (2006) it investigates rules and practices from an interactional perspective and studies them by examining recordings of real-life interactions. Support by Liddicoat (2007) one important part of this method is the written representation of spoken language in the form of transcripts. This approach had been investigating the rule and practice so the interaction activity in daily life and also examine the record of interaction itself. This role was suitable of the goal in this study. In this study explore and explain the pattern of conversation.

2.4.2 Ethnography in Communication

According to Brewer (2000) Ethnography is not one particular method of data collection but a style of research that is distinguished by its objectives, which are to understand the social meanings and activities of people in a given ‘field’ or setting, and its approach, which involves close association with, and often participation in, this setting. The technique to analyse the aspect was defined by Hymes (1974).

In the speaking model the following aspects of the linguistic situation are considered:

S - Setting and Scene - The setting refers to the time and place while scene describes the environment of the situation.

P - Participants - This refers to who is involved in the speech including the speaker and the audience.

E - Ends - The purpose and goals of the speech along with any outcomes of the speech.

A - Act Sequence - The order of events that took place during the speech.

K - Key - The overall tone or manner of the speech.

I - Instrumentalities - The form and style of the speech being given.

N - Norms - Defines what is socially acceptable at the event.

G - Genre - The type of speech that is being given.

Hymes
(1974).

Shortly, in this research the researcher was combine ethnography and conversation analysis to analyse the data. Support by Maynard (2005) that the combined use of ethnography and CA involves a number of theoretical and methodological issues and that these issues are important to consider when employing the two methodologies together. In particular, if one is examining conversational interaction, a question is whether and how ethnography can provide access to the context in which talk and its constituent utterances reside.

2.5 Descriptive Analyse

In this study, the technique to analyse data was descriptive analyses. According to Dudovskiy (2017) descriptive studies used to describe various aspects of the phenomenon. Shortly, descriptive analysis was the technique to describe the various aspects in phenomena into written form and serve a more detailed explanation. According to experts above argue that the aimed of this technique was making easy the writer to explaining the data and generating the written information. Based on the objectives of this study, this technique was the suitable to explain phenomena data and also the finding.

2. RESULT AND DISCUSSION

3.1 Result

3.1. 1 Pattern of Topic Change

a. Pattern of Topic I

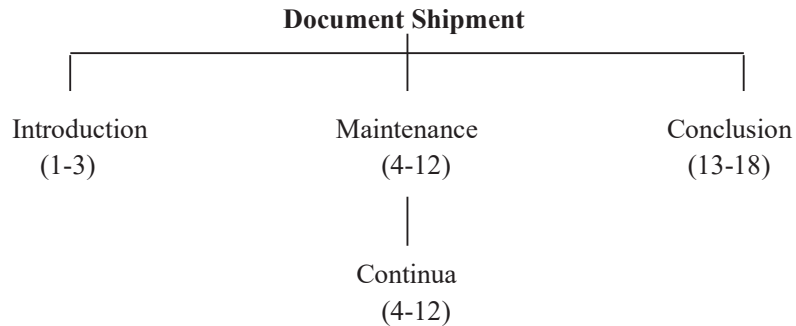
Extract 1

The Secretary knock the Door (Tok..tok)

1. D: Ya Ufa
2. S: Hy sir, emm.. Oke Sir, eee Pak dasmond ask me to write an
3. authority letter for
4. The next shipment (showing three copies of authority letter).
5. D: eemm...
6. S: This one first and this one need **materai**. I still waiting **materai**
7. from fitri
8. D: He say how many?
9. Three copies, right?
10. S: What sir?
11. D: Three copies, right?
12. (check chatting with Pak dasmond)
13. S: eeee for SPEK
14. this one for SPEK, **blangko** of SPEK
15. D : Three set of SPEK and Three set of **surat kuasai**
16. S: ooohh three set?
17. Ooo ya ya..
18. D: you make for me three set.
19. S: Oh ya ya..
20. After that I will give it for you

As shown in Extract 1, Topic 1 entitled Document Shipment divided into three main sections. First is introduction, start at line 1 until 3. Second is Maintenance, start at line 4 until 12, in this section there found sub section, it is continua, start at 4 until 12. The last section is conclusion, start at line 13 until 18. Based on the result applied pattern drawn below.

Pattern 1



b. Pattern of Topic II

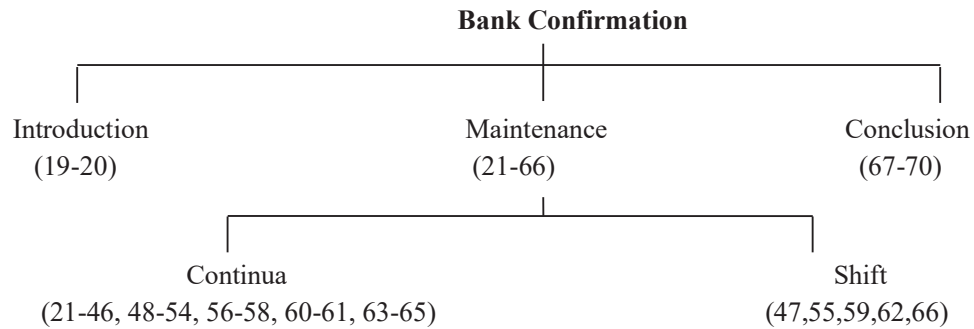
Extract 2

- 21.D: *eemm,, yaa*
 22.You going to the bank, what Ibu Lisa say?
 23.S: *Ya !*
 24.Ibu Lisa say.. like this.. (check note in paper)
 25.Emm.. We got money from DBS right ?
 26.D: *emm..*
 27.S: *eee.. Actually DBS have aa relationship with the Mandiri*
 28.Bank but the charge
 29.chosen by sender, they will choose how must, ee which one
 30.the process.. like us RTGS or what like that.
 31.D: *eeemm..*
 32.S: *from there, we can know how much the amount as charge*
 33.D: *Oke..*
 34.S: *And than for the how much and what are. It is cannot look at*
 35.*from Mandiri side just look at if we want to check by Liank Aik*
 36.*because Liank Aik as a sender. From Mandiri side, mandiri just*
 37.*give a charge five USD*
 38.D: *Give charge only five USD?*
 39.S: *Ya, for the thirty nine point five, it is can not look at which*
 40.*one and for what because we can eee just see the amount and*
 41.*the composition from the DBS system*
 42.D: *Oke. Oke I will ask they to sent to me the..*
 43.S: *Ya. And then if.. so, the solution for this problem Bu Lisa*
 44.*have idea if you want to.. if you want to get lower charger eee*
 45.*Charge, we can you can create an account*
 46.*Mandiri Bank in singapore. Mandiri Bank Have a bank in*
 47.*Singapore so, if We have rekening account in there, the charge*
 48.*cannot be like this (showing note) cannot high like this.*

- 49.D: *the charge cannot so high like this.*
- 50.S: *eeee..*
- 51.D: *So, what? Lian Aik transfer to Mandiri in Singapore*
- 52.S: *Ya*
- 53.D: *Mandiri singapore transfer here?*
- 54.S: *No.. Maaa*
- 55.No *Maa, ee From DBS to be Dutch Bank first, after Dutch Bank*
- 56.to the Mandiri not to Mandiri in Singapore.
- 57.D: *Dutch Bank?*
- 58.S: *Ya, Because the agent of the international bank of USD*
- 59.DBs is Dutch Bank. And Dutch Bank have relation with Mandiri
- 60.because of that DBS choose Dutch Bank.
- 61.D: *So, now Ibu Lisa cannot help. Cannot do anything for help*
- 62.us.
- 63.S: *Cannot do anything just give one solution for us.*
64. D: *She give solution, is just create rekening account in*
65. *Singapore?*
66. S; *Ya..*
67. D: *So, how does this help us?*
68. S: *ekkhmmm ...*
69. *She say like that to us*
70. D: *How about that Mandiri in Singapore help us?*
71. S: *Because the charge, the amount of charge lower than this,*
72. *this one (Showingnote)*
73. *For the how much amount she also don't know, he ee she still*
74. *want t check but it is better we call them.*
75. D: *Call who?*
76. S: *Mandiri Bank in Singapore, just ask la.. what and how much*
77. *the charge like that, what is the proccess.*
78. D: *uuhhmmm. Oke lah, let me think about that lah.*
79. S: *Oke sirr*

As shown in Extract 2 “Bank Confirmation” divided into three main section. First is introduction, at line 19 until 20. Second is Maintenance, start at line 21 until 66, in this section there found sub section, they are shift and continua. First Continua start at 21 until 46, second continua start at 48 until 54, third continua start at 56 until 58, fourth is continua start at 60 until 61, last continua start at 63 until 65. Second sub section is shift, first shift at line 47, second shift at line 55, third shift at line 59, fourth shift at line 62 and last shift at line 66. The last section is conclusion, start at line 67 until 70. Based on these result, applied pattern in topic II as below.

Pattern 2



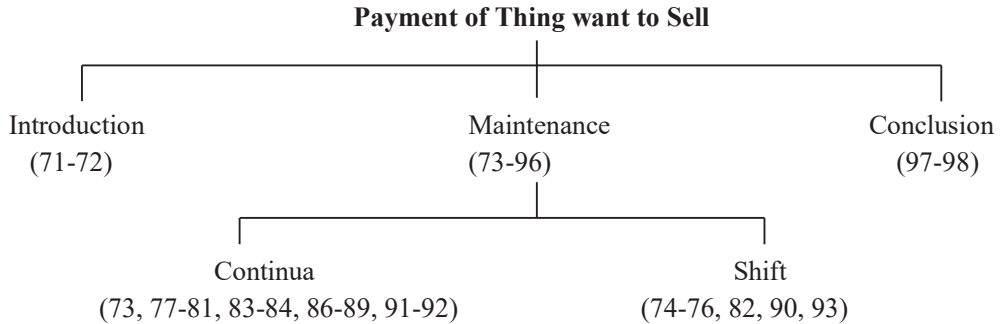
c. Pattern of Topic III

Extract 3

80. D: Oke . Then ee today can you please finalized all that things
81. that the Everybody want to buy ?
82. S : ohh,, ya Finalized
83. D: three ready, I things Fitri tell me something, fitri ready give
84. me (showing a Piece of paper) Adi already pay right ? (pointed
85. note in paper)
86. S: Ya, Adi Pay
87. D: Hah,, So, who ever want whatever thing can you please
88. finalized with the staff AAK ?
89. S: Ohh can..
90. D: aaa
91. S: Oh ya, I forget to bring your things (Pointed Stand Monitor)
92. your monitor
93. D: ya,, the monitor stand. Right ?
94. S: ya, ha ah. With me
95. D: ya,, So finalized with Staff AAK. So, that they can take things
96. back
97. S: Oh,, Take things back
98. D: Get the things back and than ee letter pay the money to
99. Sintaro
100. S: Oke.. oke..
101. D: Yah?
102. S: Emm.. It is oke ya ? If they want to take out first and give the
103. money letter
104. D: they can take the things back No problem..
105. S: Oke..oke
106. D: but give the money give tomorrow lah..
107. S: yaa.. yaa.. Ya Sir.
108. Oke sir
109. D: ohh. Oke?
110. S: Oke..
111. D: Finalized.. finalized

As shown in Extract 3 Topic III entitled “Payment of things want to sell” divided into three main section. First is introduction, at line 71-72. Second is Maintenance, start at line 73 until 96, in this section there found sub section, they are shift and continua. First Continua at 73, second continua start at 77 until 81, third continua start at line 83 until 84, fourth continua start at line 86 until 89, fifth continua at line 91 until 92. First shift at line 74 until 76, second shift at 82, third shift at line 90, fourth shift at 93. The last section is conclusion, start at line 97 until 98. Based on these results, applied pattern in Topic III as below.

Pattern 3



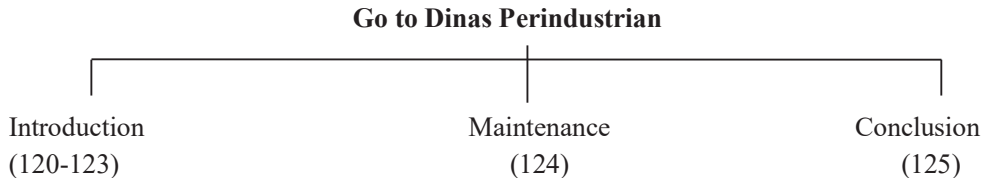
d. Pattern of Topic IV

Extract 4

- 112. *(Paused in 2- 3 second)*
- 113. *S: Sir, can I use your car to go to Dinas Perindustrian? I want to issued*
- 114. *our*
- 115. *ICO and Form B to shipment Poti, Gorgia*
- 116. *D: Ya Can*
- 117. *No Problem,*
- 118. *But get the SPEK done first lah.*
- 119. *S: Oke*

As shown in Extract 4, Topic IV entitled Go to Dinas Perindustrian divide into three main sections. First is introduction, at line 100 until 101. Second is maintenance, start at line 104 until 105. The last section is conclusion, start at line 106 until 107. Based on these results, applied pattern in Topic III as below.

Pattern 4



3.1 Discussion

3.2.1 Pattern of Topic Change

Schneider (1988)

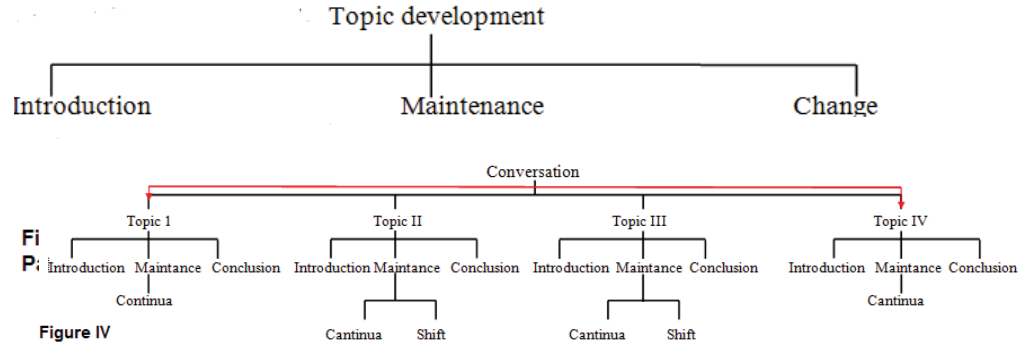


Figure IV
Pattern of Conversation

As shown in Figure I, Schneider (1988) explains that topic is developed into three major aspects. They are introduction, maintained and change, also found several subsections in maintenance are continua, shift and recycling. The last section changes, there found sub section they are reintroduction and full-blown change. This explanation was not complete.

Based on the data collection, the context of conversation is in the informal and the setting in the house. The relation both of participants were partner in the school. they are the students in a university. Whereas of this explanation, the result of this research found the pattern of conversation drawn as below:

As shown in Figure IV "Pattern of Topic Change" Conversation is an activity as the result of socialization. There found interactive activity in the social life, this is one of activity to express, show and accept other ideas. Maynard (1980) conversation as the way to express idea, the main character of conversation is having some topics or several topics. The several topics will change automatically, practically, smoothly and unpredicted. Each of the movement, serve different pattern. This theory is suitable with the result above. As "Extract 1" until "Extract 4" show that the conversation has several topics, they are "Document Shipment", "Bank Confirmation", "Things want to Sell", "Go to Dinas Perindustrian" and last conversation both participants back to topic "Document Shipment".

Additionally, the comparison of pattern of topic development in conversation take from participants Australian and Indonesian was analysing by Erlenawati (1996) was different from this research finding. The participants of the data above are different and the relation of the participants in conversation is different. The researcher was taken the conversation in informal context and the participants were different. Shortly, the pattern was different encourage by some aspects, they are context, setting and relation both participants. Wheater, the result shown that the findings of this vresearch quitey different to the theory and previous study above these happen affected by the setting and context of the sonversation. According to the context and setting of the theory and previous study was analyze conversation taken at unformal condition meanwhile in this research the conversation was taken at formal condition.

3.2.2 Section in Topic

Based on the result of this research, conversation is a whole. To develop a conversation there found several sections. First section is introduction, in this section the participants give a clue as signal to start the conversation and also to enter the new topic. In this section the participants always produce clue as signal topic change. The aim of this section to introduce new topic and entering topic to another participant.

Second is Maintained, in this section there found two subsection they are continua and shift. The aim of continua is to give respond of the participants idea and information. The aim of shift is to control the step of the discussion, in there also found filler as the clue that the participant agrees or not want to continue the topic. In this section, the participants were produced clue as signal accepts ideas, ordering and sequencing also intensify. These clues have different meaning as signal of something. Meanwhile the form of the word is same.

Last section is conclusion, in this section the participant will give the emphasize of the discussion based on each topic. In this section the participants always produce clue as show result in each topic. This is the important section in conversation. The participants have agreement in each discussion for their self.

Figure I (Appendix IV) show that the pattern of topic change. There found differences with pattern who explained by Stenstrom (1983) argue that the overall pattern of a conversation consists of 'opening', 'message' and 'closing'. This explanation is not suitable to the research findings, this theory was not explaining that in conversation there found conclusion. section in topic are introduction, maintained and conclusion. In maintain their found sub section, they are continua and shift. However, in this research the result shows that the conversation starts on Topic I until Topic IV, each of topics serve conclusion. As the new findings in conversation, the researcher indicates this happened by the several aspects. Based on the setting of conversation, the conversation was taking at formal context meanwhile the conversation to do in unformed. The aim of conclusion is to underline what are the important things in the discussion.

Opposite of this finding the detail explanation delivered by (Schneider 1988) he argues that: The conversation indicates that a topic is firstly introduced, maintained and finally changed. The explanation above is not suitable to the result, as Figure II show that the pattern of each topic was different. The result and finding of the research, in conversation there found three main sections, they are introduced, maintains and conclusion. The strength differences are the experts have not explained that in the conversation there found conclusion. Based on the result above, each topic of conversation has conclusion. Conclusion is the important section. The participant always concludes in the last part in a topic. The aimed of the conclusion is to conclude what are the focus ideas and information in each topic of conversation.

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