

CHAPTER 2

THEORETICAL FRAMEWORK

In this chapter discusses about the basic concept of discourse analysis, conversational analysis, turn-taking, and adjacency pairs.

2.1 Discourse Analysis

In the study of language, some of the most interesting observations are made, not in terms of the components of language, but in terms of the way language is used. For further investigation how we make sense of what we read, how we can recognize well-constructed texts as opposed to those that are jumbled or incoherent, how we understand speakers who communicate more than they say, and how we successfully take part in that complex activity called conversation, we are undertaking what is known as discourse analysis (Yule, 2006)

Yule (2006) states “The word “discourse” is usually defined as “language beyond the sentence” and so the analysis of discourse is typically concerned with the study of language in texts and conversation.” So, discourse analysis discusses about language either in form of text or talk beyond word, clause, phrase, and sentence that is used for successful communication. According to Paltridge (2006) “discourse analysis is an approach to the analysis of language that looks at pattern of language across the text as well as social and cultural context that in which the text occur.” From some statements above, we know that discourse analysis is a study of language in form written and spoken language beyond the sentence which has relationship to social and cultural context in way of speaking and writing occur.

2.2 Conversational Analysis

In discussion of discourse analysis, it is divided into text (written discourse) and talk (spoken discourse). Conversational analysis is included spoken discourse which discusses about the way language used in conversational interaction. In interacting to someone, people need to organize and manage their daily

conversation. In simple term, conversation can be described as an activity in which for the most part, two or more people take turn at speaking. Typically, only one person speaks at a time and tends to avoid of silence between speaking turn (Yule, 2006). In this case, conversational analysis is used as a guidance that aims to understand how people manage their interaction. It is not how people arrange the form of sentence or utterance itself but the way how the people manage and organize the conversation in interaction to others.

Partridge (2006) states that conversational analysis is an approach to the analysis of spoken discourse that looks at the way in which people manage their everyday conversational interaction. The conversation is includes of speaker's utterance from one speaker to another which exchange in taking turn of speaking where one speaker takes turn to speak and the other to be listener. It shifts and recurs in particular time the conversation occur. To manage the process of conversation, in this case, we need conversational analysis.

According to Heritage (2006:4) stated that Conversation Analysis (CA) focuses on detailed recorded conversation, analysing them for specific features of their moment by moment production, and interpret the significance of the utterances in the light of their environment of action. Conversation analysis focuses in interpreting about the significance of the utterances in the light of their environment of action. In line to the theory and statement above, it can be indicated that conversation analysis also as an approach to analyse the spoken interaction produced by the speakers. Another function of CA, it is originated in the field of sociology and it is started with the examination of telephone calls made to the LA Suicide Prevention Center. There are aspects of conversation analysis that spread in the spoken interaction. Let's see the explanation of aspects of conversation.

According to Ciccourel as cited in Sciffrin (1994:232); Conversation is a source of much of our sense of social order, e.g. it produces many typifications underlying our notions of social role. Conversation also exhibits its own order and manifests its own order and manifest. Fairclough (2001:9) states "conversation is systematically structured, and that there is evidence of the orientation of participants to these structures in the way in which they design their own

conversational turns and react to those of others.” Conversation consists of two or more participants taking turns and only one participants speaking at any time.

In most conversations, the responses are a spontaneous reaction to what has previously been said. In entertainment talk shows, however, the topics of conversation are often pre-scripted. Meanwhile, “interacting with other people is not just a mechanic process of taking turns at producing sounds and words but is rather to a semantic activity or a process of making meanings.” (Eggin and Slade 1997:6)

Conversation is often classified into formal and casual conversation. (Eggin and Slade 1997:19-20) classify conversation based on:

1. Pragmatic purpose: whether a conversation has a clear pragmatic or not
2. Number of Interactants Involved: whether multilogue or dialogue.
3. Degree of Formality: whether a conversation employs colloquial expression and humor or conducted in serious tone involving various expression of politeness. The approach to the analysis of spoken interactions known as Conversation Analysis (CA).

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2.3. Adjacency Pairs

According to (Paltridge, 2014), adjacency pairs are a fundamental unit of conversational organization and a key way in which meanings are communicated and interpreted in conversation. Adjacency pairs are utterances produce by two successive speakers in a way that the second utterance is identified as related to the first one as an expected follow-up that utterance. In line with Levinson cited by (Haidar, 2017), adjacency pairs are sequences of two utterances that are: (i) adjacent (ii) produced by different speakers (iii) ordered as a first part and a second part (iv)typed, so that a particular first part requires a particular second (or range of second parts) -e.g. offers require acceptances or rejections, greetings require greetings, and so on. And according to Yule cited by (Siahaan, 2018), adjacency pairs are an automatic sequences consisting of a first part and a second of utterances produce by different speakers. Based on the explanation definition of adjacency pairs above, adjacency pairs are utterances of two different speakers, which the first and second of utterances automatically produced by the different speakers. This means that communication can occur if the meaning language produced by the first speaker can be understood by the second speaker. So, how the listener responds or responds to the speaker's speech depends on how the language is produced so that the meaning of the language can be conveyed to the listener to get the appropriate response or response.

Adjacency pairs are pairs of utterances in which are considered as an automatic sequences consisting of a first part and a second (Yule, 1996: 77). These pairs of utterances are produced by the different participants in the conversation part (Levinson, 1983: p. 303). After the first speaker utters the first part, then the second speaker is expected to utter the second part (Richards, 1985). Thus, the

adjacency pairs are considered to be one of the factor that contribute to the flow of conversation.

In people's interaction, the conversation occur between them in relation on the topic raised in which the talk produced by the next speaker has a connection to the prior speaker's talk such as talk in form of "question" by the prior speaker requires an "answer" which is expected in next speaker's utterance. The result of the relationship in both of talk is paired utterance.

The paired utterance in some simplest, kind of interchange in talkin- interaction, such as pairs consisting of question-answer or offer-acceptance, by Radfard (2009, p. 401) is considered as adjacency pairs. Going together with this, Fasold (2006, p. 182) argues that adjacency pairs is the relationship between two utterance in discourse which a two-part sequence in which the first part sets up a strong expectation that a particular second part will be provided. This expectation is so strong that part constrains the interpretation of the second part.

Another opinion by Paltridge (2006, p. 115) is that Adjacency pairs are utterances produced by two successive speakers in a way that the second utterance is identified as related to the first one and expected to follow-up to it. An ordered pair of adjacent utterances spoken by two different speakers, once the first utterance is spoken, the second is required. By those of definition, it is clear that adjacency pairs are the paired utterances produced by two or more people that occurs in interaction. The following conversation is the example from a telephone call that illustrate speakers using adjacency pairs:

R: Hello.

C: Hello Bob. This is Laurie. How's everything.

R: Pretty good. How 'bout you.

C: Just fine.

In each of the pairs of utterance in this interaction the first speaker stop speaking and allows the second speaker to produce the expected second part to their pair of the utterance.

The main theory which the study is eager to use is (Sacks' and Schegloff's theory, 2000) about adjacency pairs that is stated in Coulthard's book. In the book, Sacks states that the most important part in conversation is what he called adjacency pairs. In this book, he states that there are two main features of adjacency pairs: first pair parts and second pair parts (Coulthard, 1985).

Not only first pair parts but also second pair parts consist of questions, answers, greetings, challenges, offers, requests, acceptances, refusals, complaints, apologies, justification, invitations, and announcements. In addition, there are other classifications of words, namely, responses, thankings, and goodbyes (Yule, 1996). First pair part and second pair parts of adjacency pairs are related each other. Following Sacks and Schegloff, the existence of particular first pair parts sets up the expectation of particular second pair parts (Coulthard, 1985). In other words, not any second pair part can follow any first pair part appropriately. Schegloff has a similar opinion towards the adjacency pairs. He also has the same classification of first and second pair parts of adjacency pairs. He also thinks that, the forms of adjacency pairs are fixed in conversation. First pair part has to be replied by an appropriate second pair part. It means that a 'question' expects an 'answer', or a 'greeting' expects a 'greeting'. Besides, Schegloff thinks that there are 'offer - acceptance/refusal' type, and 'complaint/apology/justification' pair (Coulthard, 1985).

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The discourse analysis concerns the study of the relationship between language and the context in which it is used. Discourse analysis study language in use: written text of all types and spoken data from conversation to increasingly institutionalized form of conversation and Conversational analysis includes a verbal dialogue that examines the way the language used in conversational interactions. People ought to manage and manage their daily conversations when talking to others. In simple terms, conversation can be described as an activity in which, for the most part, two or three persons turn to speak.

Conversation Analysis and Discourse analysis as the methodological approaches to the study of talk, both of which have far-reaching implications for our understanding of social interaction. Wooffitt (2011;2). In understanding the form and meaning of discourse, we need an appropriate approach to analyze it. In addition, the accuracy in analyzing communication must also be adjusted to the

types and characteristics of the discourse. one approach that can be used is the conversation analysis (CA)

2.3.1. Feature of Adjacency Pairs and Their Rule of Operation

Levinson (1983, p. 303) proposes the most elementary features of adjacency pairs with their rule of operation of adjacency pair. In its minimal basic form of adjacency pair is characterized by certain features. Adjacency pair are sequence of two utterances that are:

- a. Adjacent: that is, one after the other
- b. Produced by different speakers
- c. Ordered as a first speaker (FPPs, or Fs for short) and a second speaker (SPPs, or Ss for short).
- d. Pair-typed: Adjacency pairs compose pair types which are exchanges such as greeting–greeting, question– answer and the like. To compose an adjacency pair, the FPP and SPP come from the same pair type.

The rule of operation that manages the use of adjacency pairs, namely: if a current speaker has produced a first part of some pair of its first possible completion, s/he must stop speaking, and the next speaker must produce a second part to the same pair (Levinson, 1983, p. 304).

Another local management organization in conversation is adjacency pair, the kind of paired utterances of question-answer, greeting-greeting, offer acceptance, etc. Levinson (1983:303) adjacency pairs are inter related with the turn-taking system as technique for selecting a next speaker. Moreover, Paltridge (2006) states that there are two patterns of adjacency pair namely first pair part and second pair part. The second pair part is the response of the first pair part and it is known as preference structure. In short, conversation analysis is a tool in analysing and interpreting statement or turn produced by the speakers. In conclusion, adjacency pair is following by its patterns as the result of turn and taking. Then, the patterns of adjacency pair will create preferences namely preferred and dispreferred

response. In addition, preferred response is similar like positive response, and dispreferred responses is similar like negative response.

The product of this practice and these features may be represented schematically in a very simple transcript diagram:

- a. First pair part
- b. Second pair part

Levinson (1983, p. 303) notes that adjacency pair are deeply interrelated with the turn-taking system as techniques for selecting a next speaker (especially where an address term is included or content of the first utterance of the pair clearly isolates a relevant next speaker). These types are compiled from many source stated by Levinson, Coulthard, and Schegloff in their books and it is possible if there are still other types of adjacency pairs. Based on the figure of preference organization, there are two response as product of preference called preferred response and dispreferred response. The preferred response is a kind of positive response means that both speakers are dealing to each other.

2.1. Types of Adjacency Pairs Table

No	First pair part	Second pair part
1.	Announcement	Acknowledge
2.	Apology	Minimization
3.	Assertion	Agreement/disagreement
4.	Assessment	Agreement/disagreement
5.	Blame	Admission/denial
6.	Command	Compliance/incompliance
7.	Greeting	Greeting
8.	Invitation	Acceptance/refusal
9.	Offer	Acceptance/refusal
10.	Question	Answer

11.	Request	Acceptance/refusal
12.	Summons	Answer
13.	Suggestion	Acceptance/refusal

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1. Announcement

According to Coulthard (1985) stated that announcement is a kind of adjacency pairs about an announcement produced by the first pair part to second pair part. Announcement here is a clarification or declaration from first pair or second pair about the information relate to the speakers. The response of second pair part is called acknowledgement.

2. Apology

According to Goddard (2011) stated that apology is explaining something occurs after someone did something wrong. Based on the statement above, it means that apology is a way to repairing something after speakers did something wrong and it can be produced by that speakers who said. Hence, the second pair part of apology called minimization.

3. Assertion

Assertion is a statement produced by the second pair part and it tends to emphasizes or clarify of what the first speaker said. Moreover, according to Schegolff (2006) stated that there are two kinds of response as result of assertion namely agreement for preferred response, and for dispreferred response is called disagreement.

4. Assessment

According to Paltridge (2000) stated that assessment can be formed into opinion. Moreover, Jurafsky (2007: 595) stated that assessment is a certain kind of evaluative act. It can be interpreted that the first pair part is a question and then second pair part will provides with opinion. Then, the preferred response of assessment is called agreement, and disagreement as a dispreferred response.

Assessment can be formed into opinion seek or comment, which is asking another's opinion or agreement. It is responded with agreement or called opinion provide.

e.g.:

A: "What do you think about that kitten?"

B: "So cute."

5. Blame

According to Widyanti (2017: 13) stated that blame is utterances that express to someone who responsible about the mistakes. Widyanti also gives an example of adjacency that contain blame, here is the example:

A: You lose the key, don't you?

B: No, I don't.

Here, the example above indicates that B is suspected as person who knows the key and then lost it. Based on the example above, the second pair part of blame is called admission.

Blame is utterances that express that someone is responsible about the mistake. Denial is statement to say that something is not true.

e.g.:

A: —You lose the key, don't you?||

B: —No. I don't.||

6. Command

Another theory proposed by Goddard (2011: 145) stated that by giving and command in conversation, someone will expect to trigger a direct response, and the response expected as semiautomatic and immediate.

7. Complaint

According to Widyanti (2017: 14) stated that complaint is an utterance as response which indicate feeling unsatisfied about something. In this part, Widyanti also provides the sample of adjacency pairs contained with complaint. Here is the sample of adjacency pairs:

Man : This food is too salty.

Waitress : I am sorry, sir. I will give you another one.

Based on the sample above, that man throws a complaint to the waitress who cooks the salty food. Then the waitress acknowledge about the mistakes.

8. Greeting

According to Paltridge (2000:91) stated that greeting is a way of saying hello and salutation. In line with that theory, it can be conclude that greeting here tends to open and close conversation produced by the first pair part also second pair part. This adjacency pairs can be seen as utterance such as: good morning, hi, hello, good bye, see you, etc.

The way of saying hello and salutation

e.g.:

A: "Hi!!

B: "Hello!!

9. Invitation

According to Paltridge (2000) stated that invitation is about someone who persuades someone else to go an event. In line with Paltridge, Tracy (2002) also stated that some adjacency pairs have different act and responses for invitation can be called acceptance as preferred response, and refusal as dispreferred response.

10. Offer

According to Paltridge (2000: 88) stated that offer in conversation is an utterance which give something to someone. Based on the explanation above, offer here is a kind of first pair part that tends to offer something or giving something to another speakers. The preferred response is called acceptance, and dispreferred response is called refusal.

11. Question

The theory proposed by Tylor and Tylor (1990) stated that question is an essential thing that must be uttered by the speakers because this part is a foundation of adjacency pairs in communication. Question here aims to obtain the information or clarify about something. The preferred response of question is called expected answer, and dispreferred response of this pair part is called unexpected response.

Question can be formed into information seek, clarification seek, etc. It is about asking something to someone. It is responded with information provide, clarification provide, etc.

e.g.:

A: "Where do you live?"

B: "I live in London."

12. Request

According Levinson (1983) stated that request here means the first pair part wants to request something to the second pair part or vice versa. Request is

very common that produced by the speakers to another speakers in order to get the something. The preferred response of this adjacency pairs namely acceptance, and the dispreferred response namely refusal.

Requesting is asking someone to do something which can be responded with acceptance or refusal. e.g.:

A: "Would you mind to close the door?"

B: "Of course."

13. Summons

According to Coulthard (1985) stated that summons tend to the order by someone for coming and doing something, and also its response is also summons. Summons is like a calling for another speakers produced by the first speaker. On another hand, the first utterance is summons, the second utterance is an answer to summons, and finally it is establishing a way to communicate (three part structure).

Adjacency pairs are fundamental units of conversation organization and a key way in which the meanings are communicated and interested in conversation. Adjacency pairs are utterances produced by two successive speakers in a way that the second utterance is identified as related to the first one as an expected follow-up to that utterance (Partlidge, 2003). Adjacency pairs refer to where one utterance demands a certain type of utterance from the next speaker as for instance question answer and greetings.

2.4. Conversational turn-Taking

Many CA researches label their object 'talk in interaction' instead of 'conversation' (Cameron, 2001). This name is utilized because CA is developed to analyze talk (rather than written text) and more important, the kind of talk is natural and interactive. Gardner (1995) in Paltridge states that an important feature of CA is the process of data transcription and the analysis. The advantages of transcription

are not only to know what people say but also how they say it. The transcription of CA can allow deeper analysis of how people interact.

Today, CA is divided into pure and applied CA. Some of applied CA studies are aimed at proving theories. According to Schegloff (2002), applied CA study is conducted to answer research questions that are theoretically motivated, also the kinds of questions that are similar to the ones that are employed in applied linguistics, education and many other fields of study.

In every conversation or talk-in-interaction, both ordinary and institutional talk follows systematic rules of turn taking. To involve the conversation, the participant must be able to recognize the rules of the conversation and to make the conversation become devolve. This process of recognizing the turn taking rules may occur consciously and unconsciously but mostly unconsciously as usually happen. For example, when the conversation consists of two participants, they have to be aware of their turns; which means that each participant takes turn to speak, if not there is a potential conversation or communication that will break down from the conversation.

Moreover, when one of the participants breaks the rule of turn taking, he/she may dominate the conversation and depend on their status or each other party may not be happy with it. This is similar to Sacks', Schegloff, and Jefferson's work in 1974. They stated that the speakers took turn taking in speaking at one time and then the next speaker start to talk. However, turn taking rules in conversation also enable simultaneous speech by two or more participants. Speech also occur when a speaker is completing each other's utterances or repeating, or rephrasing each other words (Sacks, 1974).

Schegloff (2002) has studied sequences organization and turn taking. He states that turn taking organization is a very fundamental phenomenon of interaction as it makes responsiveness in interaction possible. Participants in interaction inspect and analyze each other's turn and then react and respond to these. Every turn includes a message, an action that the speaker wishes to convey through that turn.

It is then possible for the other participants to analyze the turn and predict what the speaker expects next.

Sacks, Schegloff and Jefferson described the kind of systematic procedures that participants followed to conduct turn construction components and a set of procedures for turning allocation. Turns at talk are built out of turn construction unit (TCUs); these are syntactically bounded lexical, clausal, phrasal or sentential units. In addition to grammatically complete sentence, turns can be from single words, nonlexical utterance, single phrases and clauses. Turn-taking rules are fundamental features in conversation to accomplish turn construction units. It is provided to distribute next turn to one to party and make a transfer in conversation (Sacks and Schlegoff, 1974).

- a. For any turn, at an initial Transition Relevance Position (TRP) of the initial Turn Construction Unit (TCU) :
 1. If a current speaker becomes a Current Speaker Select Next the procedure then, a party that is selected has the right and commitments to take the next turn to speak.
 2. If the turn is in progress and the party is not the current speaker next select then, a self-selection could be taken (but there is no obligation).
 3. If the current speaker employs a non-speaker select next the procedure then, the current speaker may (but not need) continue until another party chooses self-selection.
- b. If, at an initial TRP of the initial TCU, neither 1(a) nor 1(b) reappear, and the current speaker uses 1(c) which means that the party has continued to speak, then the rule set of 1(a-c) applies again until the next TRP, until a transfer is achieved.

These rules are acquired from the analysis of ordinary social interaction. In the TRP which constructs the TCU, we can observe that one way to achieve turntransfer is for the current speaker to select the next speaker. Consequently, the second participant has at least of motivating reason for not speaking while someone else is

speaking, that is to monitor the turn in progress and to see if participants will be selected by the current speaker as the next speaker. Thus, if the current speaker employs a non-speaker select next, current speaker may not need to continue until another party self-selection.

Moreover, the next turn is the place where speakers display their understanding of the prior turn's completion. It concerns to the next speaker's understanding of the prior turns to the next speakers of the type of utterance that is produced by prior speaker.

2.5. Previous Related Studies

In order to do this research, the study needs to review not only experts' opinions through their books, but also some studies that have been made by previous researchers. At this time, first previous related study is research about "Conversation Analysis of Interview between Presenter Oprah Winfrey and Facebook founder Mark Zukerberg." It is written by Putra Gigih Pamungkas (Pamungkas, 2012) from Dian Nuswantoro University in 2012. The study focuses on 4 aspects of conversation those are adjacency pairs, topic management, preference organization and turn – taking. From the research, it was founded that there were 8 adjacency pairs that consisted of 1 pair of question – answer, 2 pairs of assessment – agreement, 2 opinions provide – comment, and 3 opinions provide – clarification. 3 topics were found in the conversation, all topics were initiated by the Oprah Winfrey and Mark Zuckerberg only follows. Then, there are also 8 preference organizations founded and consists of: Question - Answer 1 pair, Assessment - Agreement 2, Opinion Provide – Comment 2, Opinion Provide – Clarification 3 pairs. 18 turns were taken by speakers in the conversation, and each speaker took 9 turns. Here, the study will use the same theory about adjacency pair as what Pamungkas used Different from Pamungkas. Which discuss generally about conversation analysis in some talk show. Besides, Pamungkas differentiated the researcher takes more specific in adjacency pair. The study will choose a movie as an object of this research.

Research conducted by Fuad (2015) examines types of adjacency pairs and preference organization, and pre-sequence and insertion sequence applied by Roy Miller and June heaven in "Knight and Day." He focused on the conversation produced by those two main characters in " the Knight and Day" movie -Roy Miller and June Heaven. The theories used are Levinson's theory. He concentrated on four communication elements: turn-taking, pairing, organizing preferences, and pre-sequence and insertion sequences. The research methodology used in this study is a conversational analysis (CA) method for understanding the organization of conversational contacts between participants. He found the forms of adjacency pairs made by Roy Miller and June Heaven. The outcome of this analysis indicates that the dominant form of adjacency pair originates from the question-answer. In contrast, the least statistics on the type of adjacency pair is the type of invitation and recommendation. In addition, he found some discourse that happens to be pre-sequence and insertion sequence and even turns that almost alignment between Roy and June.

An Adjacency Pairs analysis was ever done by Isgianto in 2017. In his research entitled "The Adjacency Pairs Analysis On "Six Minutes English" Conversation Script of BBC Learning English: A Study of Discourse Analysis", he tried to find out about the application of adjacency pairs in the conversation. In the research, Isgianto (2017) claimed that the adjacency pairs appeared in the conversation creates an obvious meaning in social interaction through conversation. The pattern of the adjacency pairs used in the conversation also determines the meaning being delivered and minimizes the misunderstanding between the participants (Isgianto, 2017).

Another research was done by Ermawati, dkk (2016). In their research entitled "An Analysis of Adjacency Pairs as Seen in Oprah Winfrey's Talk Show", they tried to find out the preference structure and the patterns of adjacency pairs that appeared in the conversation. The results show that there are two types of adjacency pairs' pattern that appeared in the conversation between Oprah Winfrey and the guest. While for the preference structure, only 5 patterns of preference

structure appeared in the conversation. There were so many researches in Discourse Analysis that analyzed about adjacency pairs and preference structure of the adjacency pairs, but not much has been done to find out the communicative functions of the adjacency pairs. To fill in this gap, so, this research is aimed at investigating the types of adjacency pairs.

The last previous related studies is by Junita Siahaan (2018) with the title “An Analysis of Adjacency Pairs in the Conversation between David Frost and Paul Mc. Cartney “. The aims of this research to find out the types of adjacency pairs appeared in the conversation and the types of communicative function contained in the conversation between David and Paul.

Based on the explanation above, I found that there are similarities and differences in the research that have been successfully by Siahaan (2018) with the title “An Analysis of Adjacency Pairs in the Conversation between David Frost and Paul Mc. Cartney “. The similarity of her research to this research is a conversation analysis to find out the types of adjacency pairs and the differences of the research is that I used descriptive qualitative method and also analyzed the types of adjacency pairs appeared in the conversation from movie script as an object of the research. Meanwhile, in this research I used qualitative research by applied content analysis and only focused to analyze the types of adjacency pairs in the conversation of a movie script between Mike Lowrey and Marcuss Burnett.