

A Conversational Analysis of Repair in *Ellen DeGeneres Show* Season 11

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Abstract

This research analyzes repair phenomena in the first five episodes of *Ellen DeGeneres Show* season 11. It focuses on the types of repair and repair operations. The research method employed in this research was descriptive qualitative method. Quantitative method was also employed to measure the frequency of occurrences. The data of this research were in the forms of words, clauses, and sentences containing repair phenomenon and the context of the data was dialogues. The main instrument in this research was the researcher herself while the secondary instruments was the data sheet. In analyzing the data, textual analysis was employed in this research. In addition, the trustworthiness of the data was achieved through routine consultation with her supervisors and conducted triangulation with her classmates. The research findings show that all types of repair occur in the talk show. They are self-initiated self-completed repair, self-initiated other-completed repair, other-initiated self-completed repair, and other-initiated other-completed repair. Meanwhile, there are only 12 repair operations occurred in the first five episodes of *Ellen DeGeneres Show* season 11. They are replacing, inserting, deleting, aborting, searching, parenthesizing, recycling, reformatting, reordering, confirmation, explanation, and combination. The research findings also show that there is a new operation occurred in the show, i.e. clarification.

Keywords : repair, types of repair, repair operations, *Ellen DeGeneres Show* season 11

INTRODUCTION

Communication is a basic feature in human beings' lives and is crucial for human beings. Human beings highly needed communication to do their daily activities. Human beings are communicating with each

other mostly by verbal language, especially spoken language. While communicating through spoken language, human beings may experience conversational phenomena. Spoken language is spontaneous, therefore

conversational phenomena may occur in the middle of the production. In order to resolve the problems, repair is employed to deal with various conversational problems. Liddicoat (2007:171) defines repair as a process where a speaker can deal with the problems they face during conversation or talk-in-interaction. Repair is employed to achieve a successful conversation.

There are two objectives of this research. They are (1) to identify the types of repair and (2) to identify the repair operations in the first five episodes of *Ellen DeGeneres Show* season 11. This research is expected to be useful theoretically and practically. Theoretically, this research is expected to enrich linguistics research, especially research on conversation analysis. Practically, This research is expected to contribute more understanding to the students of English Department about conversational phenomenon, especially repair. Also, this research can be a reference for conversation analysis research.

RESEARCH METHOD

This research was conducted by using a descriptive qualitative method. Descriptive qualitative research is a type of research which produces a narrative description of the phenomena under study (Vanderstoep and Johnston, 2009:7). A quantitative method was also employed to measure the frequency of occurrence of each type and operation. The researcher was the main instrument in this research and the secondary instruments was the data sheet. The data were in the form of words, phrases, clauses and sentences containing repair phenomena. The context of the data was the dialogues in the interview sessions. The source of the data was the video of *Ellen DeGeneres Show* season 11 episode 1 to episode 5 and the transcript of the show.

Visual analysis was employed to collect the data. First, the researcher watched and listened the videos and made the transcripts. Second, she cross-checked the transcripts with her classmate. Third, the dialogues containing repair phenomena were categorized into particular classification. Last, the

data was recorded into the data sheets.

Textual analysis was applied to analyze the data. Firstly, the researcher categorized the data. Secondly, the data was classified into data sheets based on the formulation of the problems. Thirdly, she interpreted the data. Fourthly, the trustworthiness of the data was applied during the process of data analysis. Lastly, the researcher concluded the data.

FINDINGS AND DISCUSSION

The research findings show that all types of repair are employed in the show. They are self-initiated self-completed repair, self-initiated other-completed repair, other-initiated self-completed repair, and other-initiated other-completed repair. The most frequently occurred type of repair is self-initiated self-completed repair. It occurs 75 times out of 85 data. The high occurrence of this type is related to trouble sources that occurred in the talk show. The findings show that the trouble sources that occurred in the show mostly came from the speaker of the trouble source such as, slip of

the tongue, the use of wrong words or less-suitable words.

The following datum serves as an example of self-initiated self-completed repair.

Ellen : Yes, she is not a big talker.

Simon : I did not realize that.

Ellen : And you need that one.

Simon : I just kind of booked someone who couldn't talk which is a big problem for someone who judge but **she wasn't uncom- she wasn't comfortable** being negative she didn't like it when when you know the contestant spoke back to her so she was just uncomfortable. I liked her. So we decided to change the chair I like the thought on working with three girls 'cause I like working with girls.

(27/E2/T1/O1)

Simon explains why Britney Spears left the judging panel of *X-Factor*. In the middle of explanation, Simon experiences slip of the tongue. Instead of saying his intended word, he says a wrong word unintentionally. He intends to say "she was not comfortable", yet he says "she was not uncom-" instead. Before the word 'uncomfortable' is

fully uttered, he cuts-off its production. After cutting off the word 'uncomfortable', Simon completes the repair by repeating 'she wasn't' from the previous utterance. Then, he employs replacing and substitutes 'uncomfortable' with 'comfortable'. By performing self-initiated self-completed repair, Simon is able to deliver his intended message properly.

In contrast to self-initiated self-completed repair, other-initiated other-completed repair is the third most appearing type of repair with 2 occurrences. This type rarely occurred in the show because this type often perceived as threatening the speaker's face.

An example of other-initiated other-completed repair is presented in the following datum.

Ellen : Like what? What you hallucination- what were you seeing?

Diana : You know- this time, last year on the last attempt I done in 2012, I was looking- I never thought that The Wizard of Oz was anything particularly meaningful to me but all of a sudden I was

looking on earth and I saw the yellow brick road. I saw it. And- but it wasn't those Wizard of Oz' people there was a little guy who hold the height-ho and so I saw them.

Ellen : **Wait, I think those are the dwarves.**

(35/E2/T4)

In the interview session, Diana shares her experience of hallucinating when she swum for 12 hours straight. She tells Ellen and the audience that she saw yellow brick road from the *Wizard of Oz*'. She also adds that there are little guys holding height-ho appeared in her hallucination. In her statement, Diana says that the little guys are not the characters of *The Wizard of Oz*', yet she cannot name them precisely. She performs searching and tries to recall the term. In the next turn, she provides repair by saying that the people she refers are the dwarves. In addition, she also tell her that the dwarves are not in *The Wizard's of Oz*; however, the little guys she saw in her hallucination are the dwarves of the Snow White.

There are 16 repair operations that can be employed in

conversation. However, only 12 operations which are employed in the show. They are replacing, inserting, deleting, searching, parenthesizing, aborting, recycling, reformatting, reordering, confirmation, explanation, and combination. Replacing is the most occurring operation. It has 20 occurrences of the total 85 occurrences. Replacing is often employed by the speakers in the talk show when they experience slips of the tongue and when they misapply words. The findings also show that replacing is employed to avoid a possible grammatical error.

The following datum is an example of replacing.

Ellen : Very small? Okay. And you live in a place, I saw a picture today. This is your house, right? This is- this is where you live. Let's show the bedroom because I want to get perspective. Who's sleep in that bed? How many people?

Aldrich : Actually, **it's my moth- it's my grandmother's room** and there are four of us living in that room, my sister, my mother, my grandmother and of course me.

(53/E4/T1/O1)

In the fourth episode of *Ellen DeGeneres Show* season 11, Ellen invited Philippine boys named Aldrich and James. They are ordinary boys who suddenly become local celebrity after successfully grab people's attention with their music's talent. In the beginning of the interview, Ellen asks Aldrich about the picture of bedroom in the house. Ellen asks him who sleep in the bedroom. The datum above shows that Aldrich takes turn and intends to answer Ellen's question. In the middle of production, he accidentally experiences slip of the tongue. Aldrich intends to say that the bedroom is his grandmother's; however, he slips and says "It's my moth-". Realizing that he says a wrong word, he cuts-off the production of the word 'mother's' before it is fully uttered. The sudden cut-off is followed with repair completion made by Aldrich by employing replacing. He replaces the unfinished word of 'mother's' with the correct word, i.e., 'grandmother's'.

The operation which has the lowest frequency of occurrence is deleting. Deleting only occur once in the show. It is less popular than other operations. In conversation, deleting enables the speaker to remove an element in the utterance. The speaker employs deleting when s/he treats the element as unnecessary. The following datum is an example of deleting.

Ellen : Are you excited about you're gonna- you're- you're to be called Daddy? I mean, I'm sure- I'm sure you've been called Daddy before but not that way.

Simon : It's shocking a little bit as it used to, you know, remember that first call, you know, when you find that, you know, gulp.

Ellen : You've avoided for a long long time. So, how- how does this happen?

Simon : Well, what you do, you go to bed with someone then things happen.

Ellen : That's happen for a long time, though, that's what I'm saying, why now?

Simon : **I don- Well, I know how it happened** it was a little bit surprised. The whole circumstance is a little bit awkward.

(16/E2/T1/O3)

Previously, Ellen asks Simon Cowell about his recent scandal with Lauren Silverman. The datum above shows that Simon takes turn and he is about to give response to Ellen. Initially, Simon intends to say that he does not know how the things happened. However, he halts his utterance on the word 'don't'. It indicates that Simon initiates repair. After that, he launches another utterance. In the new utterance, Simon says "Well, I know how it happened". He employs deleting to complete the repair. He deletes the word 'don't' from the previous utterance. Therefore, instead of saying "I don't know", he says "I know".

The research findings show that sequence-jumping, repeat, rephrasing, and rejection have no occurrence. Sequence-jumping is not employed in the talk show because there is a guideline for the conversation in the talk show. Therefore, the participants cannot suddenly change the topic or jump into another discussion. Also, repeat, rephrasing, and rejection do not occur in the show. Repeat and rephrasing do not occur because the

participants do not experience hearing or understanding problem during interview session. Rejection does occur in the show, however it is followed with other operation.

Besides 16 repair operations that can be employed in the conversation, the research findings show that there is a new operation employed by the participant in the show. The participant employs repair operation i.e. clarification to complete the repair. In the show, clarification is employed when the participant spots wrong information in the speaker's utterance. By employing clarification, the participant can provide a correct information for the speaker.

The following datum is an example of clarification.

Ellen : When you're here last.

Ray : No, this is way I think 2004
I think.

Ellen : Was it that long ago?

Ray : Yes.

Man : 2005.

Both : 2005 .

(65/E4/T4/O17)

Previously, Ellen tells Ray Romano that he is the starter of twerking

dance. They recall the old episode of Ellen DeGeneres Show where Ray showed people about the different of men's dance and women's dance. Ray says that he shows the dance back in the 2004. Yet, one of the audience, employs clarification. He tells Ellen and Ray that it was in 2005 when Ray came to the show and showed the dance.

CONCLUSIONS

Based on the research findings and discussion of types of repair and repair operations in the first five episodes of *Ellen DeGeneres Show* season 11, there are two conclusions which can be drawn. First, all four types of repair occurred in the talk show. They are self-initiated self-completed repair, self-initiated other-completed repair, other-initiated self-completed repair, and other-initiated other-completed repair. Among four types of repair occurring in the talk show, self-initiated self-completed repair is the most often occurring type of repair. The massive use of self-initiated self-completed repair in the first five episodes of *Ellen DeGeneres Show*

season 11 seems normal because the trouble sources mainly come from the speakers themselves. In other words, only the speakers themselves who can identify the trouble source and repair the trouble. As opposed to self-initiated self-completed repair, other-initiated other-completed repair is the most rarely occurring type of repair. Other-initiated other-completed repair is employed by the recipients in the talk show when they spot incorrect information in the speakers' utterances.

Second, among 16 repair operations, only 12 operations employed by the speakers in the first five episodes of *Ellen DeGeneres Show* season 11. They are replacing, inserting, deleting, aborting, searching, parenthesizing, recycling, reformatting, reordering, confirmation, explanation, and combination. Replacing is the most occurring operation and it has the highest frequency of occurrence. Replacing is often employed by the speakers in the talk show when they experience slip of the tongue and when they misapply words. The findings also show that replacing is

employed to avoid a possible grammatical error. Deleting has searching has the lowest frequency of occurrences compared to the other operations. Sequence-jumping has no occurrence which means that it is never employed by the speakers in the show. Sequence-jumping enables the speaker to suddenly change the topic of the on-going conversation into something different and unrelated. In interview session, there is a guideline to guide the conversation between the host and the guests. Therefore, in the talk show, both the host and the guests cannot suddenly halt the on-going conversation and change the topic of talk. The findings also show that repeat, rephrasing, and rejection do not occur in the show. Repeat and rephrasing do not occur in the show because the participants do not experience hearing or understanding problem during interview session. Both the host and the guest(s) sit closer to each other and before they speak they make sure that they get the recipient's attention. Therefore, hearing and understanding problem can be avoided. Rejection

does not occur because in this show, rejection is always followed with another operation. Besides 16 repair operations, there is a new operation occurred in the show, i.e. clarification. Clarification occurred when the participant gives correction or clarification to the utterance.

SUGGESTIONS

The researcher suggests that the students of English Department, especially who are majoring in linguistics, are suggested to pay more attention to conversation analysis and learn conversation analysis more deeply. Conversation analysis will help the students of English Department to understand more about conversation phenomena in everyday life. In addition, there are a lot of aspects in conversation analysis which can be studied and analyzed. The researcher suggested the other researchers who interested in the same field are suggested to find out and analyze operations in other-repair. Other researchers are also suggested to conduct research on one type of repair. In addition, other reseachers can analyzed repair

phenomenon in different context and perspective.

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