

A CONVERSATION ANALYSIS OF REPAIR IN *ANDERSON COOPER 360: DONALD TRUMP, CNN MILWAUKEE REPUBLICAN PRESIDENTIAL TOWN HALL EPISODE*

by: Tri Intan Mabruroh
Yogyakarta State University
triintanm@yahoo.co.id

Abstract

This research is aimed at identifying the types of repair employed by the participants in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*, explaining the patterns of repair completion uttered by the participants in the talk show, and describing the factors which initiate the repair in the talk show. The findings of this research were presented in narrative or textual description because the research employed a descriptive qualitative method. In order to establish the reliability of data, this research applied triangulation techniques. The results of the research are as follows. (1) Only two out of four types were found in the research, they were self-initiated self-repair and other initiated self-repair. (2) Only eight out of ten patterns were found in the research including replacement, modification, abandonment, reorganization, specification, elaboration, exemplification, and rewording. In addition, the researcher also could find two other patterns in the talk show. They were repetition and completion. (3) In the talk show, there were ten factors initiating repairs i.e. misheard utterance, misunderstanding, unclear intention, changes in the discussed topic, attempt to take a floor, blank ideas, attempt to give details, emphasis on a statement, wrong choice constituent, and incorrect information delivery. Each factor which emerged in the conversation carried a certain aim that was uttered by the speakers.

Keywords: *conversation analysis, repair, Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*

INTRODUCTION

Liddicoat (2007: 1) states that conversation is one of the ways where people can socialize, develop, and sustain each other's relationship. For that reason, delivering information smoothly is really important for achieving its goal. However, sometimes obstructions appear in the middle of a conversation. It makes the speakers have to revise their utterances. The main field of this research is one of the fields under conversation analysis called *repair*. The researcher is interested in conducting the research about repair because in daily life, people are revising their words. Repair is a term

that refers to how people deal with the difficulty that appears in the middle of conversation. Jefferson in Liddicoat (2007: 174) explains that repair is not simply defined as the correction of errors. It is emphasizing on how to solve the problem that needs to be repaired.

The researcher believes that a conversation analysis of repair is the best way to investigate the object of the research which is a talk show considering that a natural conversation occurs in a daily life. A talk show usually discusses the current issue. *Anderson Cooper 360* is one of the talk show that is broadcasting in US. The researcher is

using one of the episodes of the talk show as her research object. In order to maximize the investigation, the researcher limits the approach using only the repair analysis including types, patterns, and factors of repair. The objectives of the research are to identify the types, explain the patterns, and describe the factors which initiate the repair in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*.

In this research, the researcher used Schegloff, Jefferson, and Sacks' theory (1977). There are four types of repair including self-initiated self-repair, other-initiated self-repair, other-initiated other-repair, and self-initiated other-repair. Self-initiated refers to the repair that is made by the speaker him/herself, meanwhile if the repair is made by another person, it is called as other-initiated. As cited in Roberta (1987: 14-16) repair procedures are grouped in two separate classes: self-repairs, those in which the problematic item is produced and corrected by the same interlocutor; and other-repairs, in which the problem is addressed by a participant other than the one who has produced it.

In a self-initiated self-repair, the trouble source is the speaker him/herself and he/she repairs it. The trouble source in self-initiated other-repair is made by the speaker in the conversation, but the interlocutor is the one who resolves the problem as stated by (Chaika, 1982: 87) that people often get lost of word; so they ask for help to their speaking partner to find a suitable or correct word that they need. In daily conversation, people sometimes should deal with the trouble in a conversation including mishearing and misunderstanding about

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what is said by their partners. In this case, it may cause the other-initiated self-repair where the interlocutor causes the repair completion which is done by the speaker. The last type is other-initiated other-repair where the interlocutor notices the problem and revises it for the speaker.

In order to answer the second objective, the researcher applied ten patterns which are proposed by Zhang in 1998 and Tang in 2011 including replacement, modification, abandonment, reorganization, specification, correction elaboration, exemplification, rewording, and restructuring.

In daily life, it is almost impossible to have a flawless conversation with others. People face some obstructions which force them to do some repairs in their utterances. Sometimes, the factors of repair are because of a misheard utterance, a misunderstanding, unclear intention, or even the hidden motive in a conversation. Some troubles mentioned are the most common factors that caused repair to occur in the everyday conversation. Every factor leads to a different effect on how people react to revise the utterances. These explanation guide the researcher to answer the last objective related to the factors initiating repairs in the talk show.

The researcher is concerned with the analysis of conversation analysis mainly in identifying the patterns, types, and factors initiating repairs in which this research has significance for several parties. For readers in general, it is hoped that the research can give some brief descriptions about the phenomenon of repair in a talk show. It also gives them new knowledge

related to the language used in daily conversation mainly in the phenomena of repair. For students of English Department and other researchers, the research may give the students who are majoring in linguistics some additional knowledge on repair. It is also expected that this research could become one of the sources that can be used as a reference for those who are doing the same theme in the next research.

RESEARCH METHOD

The research employed a descriptive-qualitative method where the result of this research was in a form of descriptive text. This is in line with Hancock, Ockleford, and Windrigde (2009: 7) who state that qualitative research is concerned with developing explanations of social phenomena.

Bungin (2007: 103) states qualitative data are usually in the forms of sentences, utterances, and short stories. For that reason, the data of the research were in the form of utterances uttered by the participants in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*. The contexts of the data were acquired from the dialogues between the participants in the talk show. The data source was an episode of the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town House Episode* that was downloaded from the internet.

In a qualitative research, the researcher was considered as the key instrument as Creswell (2009: 175) said. For that reason, the primary instrument in this research was the researcher herself. In exploring the data, the researcher used the secondary instrument that was a data sheet.

The steps of the data analysis were as follows: watching the video of the talk show, scrutinizing the transcript of the conversation, creating the data sheet, and classifying the raw data into the data sheet. In the book of *Qualitative Research for Education: An Introduction to Theory and Methods*, it is stated that:

“Qualitative data analysis can be defined as working with data, organizing it, breaking it into manageable units, synthesizing it, searching for patterns, discovering what is important and what is to be learned, and what the researcher will tell others.” (Bogdan and Biklen, 1982: 145)

According to the statement above, the techniques of data analysis are followed by some steps. All the data found in the conversation among participants in the talk show were arranged in the data sheet. They were classified based on their types and patterns. Then, the data were organized into its patterns. Lastly, the researcher determined factors which initiate the action of repair in the conversation. After the data were classified, then they data were analyzed, discussed, and lastly reported in the research.

In order to check the trustworthiness of the data, the researcher used two methods. They are triangulation and peer debriefing. Triangulation is a technique for checking the trustworthiness of the data by utilizing something outside the data to verify the data or to compare them (Moleong, 2001: 128)

Findings

The findings of the types, patterns, and factors which initiate the repair are presented in Table 1.

Table 1. **Types, patterns, and factors which initiate the repair found in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode***

No	Types	Patterns	Factors
1.	Self-initiated self-repair	Replacement	a. Misheard utterance b. Misunderstanding c. Unclear intention d. Others: 1) Changes in the discussed topic 2) Attempt to take a floor 3) Blank ideas 4) Attempt to give details 5) Emphasis on a statement 6) Wrong choice constituent 7) Incorrect information delivery
		Modification	
		Abandonment	
		Reorganization	
		Specification	
		Elaboration	
		Exemplification	
		Rewording	
		Others: Repetition Completion	
2.	Other-initiated self-repair	Elaboration	
		Others: Repetition Completion	

Based on Table 1, not all of four types of repair proposed by Schegloff, Jefferson, and Sacks in 1977 were found in this research. Only two out of four types were found; they were self-initiated self-repair and other initiated self-repair.

The following example shows the illustration of self-initiated self-repair found in the talk show.

Trump: **I don't think he knew her.** I mean, based on what I heard, **I don't think he really even knew who she was.**

In the example above, Trump is initiating a repair while he was talking regarding whether his campaign manager, Corey Lewandowski, knew the female journalist or not. Here, Anderson asks

Trump with regard to his campaign manager who is involved in an accident where he is suspected for grabbing a female journalist. In this case, it can be seen that Trump actually has no error in his utterance. However, he modifies his old utterance in the conversation. By doing so, Trump solves a repair that is initiated by him in the beginning.

Unlike a self-initiated self-repair where the speakers notice their own error by themselves and also resolve it right away, other-initiated self-repair occurs because the interlocutor or the other party notices the trouble done by the speaker. The example of other-initiated self-repair is shown in a datum below.

Anderson : **Do you trust Muslims in America?**

Trump : *Do I what?*

Anderson : **Trust Muslims in America?**

In the example above, Trump is asked by Anderson regarding his idea whether he trusts Muslims in America or not. However, because of the unheard utterance Trump initiates a problem by saying '*Do I what?*' in the middle of conversation. Trump's response definitely has impact to Anderson as the speaker. Anderson then repeats his words in order to present the information that is needed by Trump. By doing such an action, Anderson actually solves the problem that occurs in the conversation. In this case, the type of repair that is found is other-initiated self-repair because the other party is the one who initiates a trouble while the speaker who solves it.

While answering the second objective, the researcher only found eight patterns. They were replacement, modification, abandonment,

reorganization, specification, elaboration, exemplification, and rewording. However, the researcher also could find two other patterns in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*. They were repetition and completion. In addition, not all patterns were found in each type in this research. There were ten patterns found in self-initiated self-repair like shown in the table above while there were only three patterns including elaboration, repetition, and completion which can be found in other initiated self-repair.

In a repair completion, replacement is often used to adjust the interpretation in the conversation. The speaker usually immediately replaces the old part in order to make the utterance more appropriate with the context. An example is presented in the following datum.

Trump: We had a whole big meeting with a whole group of people, **big** audience, **tremendous** audience, and they're all shaking their heads, give me a break, give me a break.

Trump makes a repair in his utterance by replacing the word 'big' to 'tremendous' for emphasizing the number of people who attend the set where a suspicious female reporter grabbed him. The word 'big' in the first utterance seems to have a similar meaning with the word 'tremendous' in the second one. However, according to Cambridge Advance Learners Dictionary, both words have different meanings. In the dictionary, big is defined as large in size or amount. Meanwhile, tremendous is explained as very great in amount. Here, the researcher decided to take the datum in the pattern of replacement because both words are dissimilar.

modify their utterance by adding more information about the utterance. An example of this pattern is presented in the following datum.

Trump: **I want to do** that also, and **I do want to do that**, but I at the same time we have to recognize we have a serious problem.

In the example, Trump is discussing about protecting the rights of minority groups, of Muslims, or Sikhs, of Jews, and others inside the United States. Here, he states that he also would like to protect the minority group but according to him the country also faces a serious problem. In this utterance, Trump modifies his words. Initially, he only says '*I want to do that also*,' but then he adds the auxiliary verb 'do' in the next utterance '*I do want to do that*'. Here, the auxiliary 'do' is used to give extra force to the main verb.

Choosing a topic in a conversation is a speaker's obligation. For that reason, sometimes the speakers will instantly abandon the utterance that they would not like to talk about. In repair completion, the researcher found this pattern as presented in the datum below.

Trump: But to the best of my knowledge, it's Texas. **So he made that - I was surprised you didn't correct him actually.**

In the bold parts, Trump is going to talk further about the truth of Ted Cruz' hometown in the conversation, but he chooses to abandon the statement and repair it with throwing another statement directly to Anderson. From the example above, it can be seen that in a conversation a

speaker has an obligation to choose a topic that he/she would like to talk about.

Organization in a conversation is one of the vital factors to make the partner easily accepts the information. The speakers in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* also face the organization utterance. Here, they reorganize their words in order to present the clear information. An example is presented in the following datum.

Trump : **Health care - we need health care** for our people.

Here, Trump discusses the importance of health care for people in United States. In uttering his idea, he makes a disorganize utterance. Initially he only says '*health care*' then he resolves it by saying '*we need health care*'. It can be said that he reorganizes his utterance.

In delivering information, a speaker sometimes generalizes the thing that is being discussed. By doing so, it causes the information which is being uttered becomes unclear. For that reason, after a speaker realizes the problem, he/she should specify his utterance in order to make everyone understand about the topic discussed. Here, the pattern of repair which has the function mentioned is called as specification. The researcher found the example about this pattern as follows:

Trump: Do you mind if I read **this to you?** Do you mind if I read **you her statement?**

Trump specifies his words when he is talking about the paper which contains female

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reporter's statement. In the beginning he says '*this*' and he repairs it into '*her statement*'.

In this research, the researcher also found that elaboration pattern is used to explain a concept in utterance in order to make the interlocutor understand the context. The following example illustrates an elaboration pattern.

Trump: Wouldn't you rather have Japan, perhaps, **they're over there, they're very close, they're very fearful of North Korea, and we're supposed to protect.**

Trump is elaborating his answer when he is asked why he seem let Japan to have a nuclear weapon. Here, he is trying to serve his opinion why he seems to support Japan as well as South Korea to have nuclear weapons. He said the geographical factor is one of the main reasons why those countries should protect themselves from North Korea. The words '*over there*' and '*very close*' in the conversation lead Trump to do an elaboration in this case.

Providing example in a conversation is one of the ways to make the conversation is easier to receive by the participants. In the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* the researcher found the example of exemplification as seen below.

Trump: **We are supporting nations now,** militarily, **we are supporting nations like Saudi Arabia** which was making during the good oil days which was a year ago, now they're making less but still a lot, \$1 billion a day.

As seen in the example above, Trump says ‘Saudi Arabia’ as one of the countries which accepts help from USA, militarily. Before he mentions the country’s name, he previously says ‘we are supporting nations now’ which means there are other countries besides Saudi Arabia which also receive help from USA.

Rewording as one of the patterns in repair completion aims to introduce new words to replace the old message in the previous utterance. Unlike the replacement, in rewording the new words that are used will not change the meaning of the utterance. The researcher found the example in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* as follows.

Trump : Now, that doesn't mean **it can't be rejiggered** and **it can't be fixed** and made good or –

Trump talks about NATO where many people said that the organization is obsolete in the present day. Here, he initially says ‘it can't be rejiggered’ then he rewords it to ‘it can't be fixed’ which are still synonymous with the previous word. The repair is done in order to emphasize his utterance.

Besides all of the eight patterns above the researcher also found two others patterns as well; repetition and completion in the talk show.

As its name suggests, repetition is done by the speakers in the conversation by repeating the words uttered. The researcher found the of repetition pattern in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee*

Trump: I think I alone because **I know my competition**. Look, **I know my competition**.

Trump makes a self-initiated self-repair by repeating his words. Here, he simply says the same words twice to the audience. In the example, he talks about a tweet that he sent about the death toll in Pakistan and he declares himself as the one who can solve the problem.

Participants in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* also do another pattern of repair called completion. Completion is having a function to complete the utterance that is said by the speakers in the conversation. The researcher presented an example shows completion pattern in the talk show.

Trump : **You just take a look – you just take a look at** what's going on.

Trump initiates a repair as well as resolves the trouble right away by completing the utterance ‘you just take a look....’ in his utterance. Here, Trump and Anderson are talking about Trump’s leadership skills while Trump seems to avoid this topic in the conversation.

In the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*, the researcher found three factors initiating repair including misheard utterance, misunderstanding, as well as unclear intention. Besides, the researcher also found seven others factors initiating repair in the talk show i.e. misheard utterance,

misunderstanding, unclear intention, changes in the discussed topic, attempt to take a floor, blank ideas, attempt to give details, emphasis on a statement, wrong choice constituent, and incorrect information delivery.

All of the results that were found in the research definitely have an association with the object which is observed. There were only two types which could be found in the research. It occurred because the speakers in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* speak longer and their partners wait their turn prudently. In addition, the patterns and factors which are also found in the research are also influenced by the topics and the speakers' aim when doing the conversation.

CONCLUSIONS AND SUGGESTIONS

Conclusions

Based on research findings and discussion, the conclusions of this research could be drawn as follows.

1. Concerning the first objective of the study, which is to identify the types of repair that occurred in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*, there were only two types found in the research, i.e. including self-initiated self-repair and other initiated self-repair. It occurred because the speakers in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* mostly do not try to take over the floor in the conversation and uncomplainingly wait for their turns.

2. In regard to the second research question which is to identify the patterns of repair presented by the participants in the talk show *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode* the researcher only found eight patterns. They are replacement, modification, abandonment, reorganization, specification, elaboration, exemplification, and rewording. In addition, the researcher also could find two other patterns in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*. They are repetition and completion. In addition, not all patterns were found in each type in this research. There are ten patterns found in self-initiated self-repair including replacement, modification, abandonment, reorganization, specification, elaboration, exemplification, rewording, repetition, and completion while there are only three patterns including elaboration, repetition, and completion which can be found in other initiated self-repair.

Regarding to the third objective related to factors which initiate the repair in *Anderson Cooper 360: Donald Trump, CNN Milwaukee Republican Presidential Town Hall Episode*, the researcher could find ten factors which cause the repair to occur in the talk show. They are misheard utterance, misunderstanding, unclear intention, changes in the discussed topic, attempt to take a floor, blank ideas, attempt to give details, emphasis on a statement, wrong choice constituent, and incorrect information delivery.

3. Suggestions

Considering the results of the research which have been obtained, the researcher offers some

suggestions to some parties. To the students of English Department and other researchers, they are expected to study conversation analysis in order to reveal other phenomena in the field. From the result of the study, readers also will be familiar with the phenomena of repairs in daily conversation as well as recognize the types, patterns, and factors initiating repairs in the talk show.

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