

# CHAPTER I

## INTRODUCTION

### 1.1 Background of the Study

Communication is a process of delivering information, knowledge, thoughts, and feelings from one person to another. It is a process of transferring messages from one person to another. Communication among persons is known as conversation. Conversation is necessary for social interaction among people of everyday life. It is necessary because the language used by conversational participants is a kind of embodiment of people's thoughts and it is used by persons to participate and to have some interaction with one another. While doing the conversation, a person will produce their own style in transferring the information.

Tannen (2005:4) stated that conversational style is the basic tools with which people communicate anything that is said in some way, that way is style. Further, Tannen explains that the style refers to a special way of speaking as if one could choose between speaking plainly or speaking with style. Thus, the role of style in conversation is really important in order to make the interaction communicative.

There are some factors that can influence the way people communicate with others. It has been generally assumed that one of the factors that can influence someone's ways of communication is gender. Trudgill (2000:65) claimed that men and women of today speak the same language but use different varieties within it. This statement implies that men and women, even though they use the same language, they deliver it in different ways of communication with different varieties of speech. According to Lakoff, Zimmerman, Tannen in Rajend

(2000:226) state that females are more polite, hesitant, complain, cooperative and talk more in private context than men, whereas male don't talk about emotion, but they talk sport and women. In conversation, they are more competitive, dominate, authority, command and interrupt.

The general gender communication differences affect all men and women in every context. In recent years, as women have entered the workplace in larger numbers, the obvious communicative style differences between men and women have been discussed publicly. Workplace communication is the process of exchanging information, both verbal and non-verbal, within an organization. An organization may consist of staff from different parts of the society. These may have different cultures, backgrounds, and ofcourse gender. Based on these differences, how they are communicated will cause differences in conversational styles.

The conversation among staff is occured when they have meeting, regular discussion, or while they are gossiping. So, when the staff have conversation, they will use their own styles to make their message succesfully transfered. Both of male and female staff may arguing and interrupting each other to stand their opinion about certain topic in conversation. Thus, in this research, the writer focuses on breaktime of where the conversation among male and female staff occurs in Internal Auditor Unit at Universitas Islam Negeri Sumatera Utara.

One of previous study which conducts the study about conversational style is Sylvia and Dewi (2015). It compares the conversational styles and preference structure of the host with different guest. This previous study and this research are discussed the same topic about conversational style. The finding of this research

showed Najwa Shihab and The Mallarangengs often used high involvement style than high considerateness style almost in every segment. It is proven by the usage of each feature of high involvement style such as topic, pacing and expressive paralinguistic proposed by Tannen (2005), which are often use than high considerateness style such as slow turn taking and slow rate of speech proposed by Yule (1996).

The other study conducted by Hotmasari Harahap (2016) on Conversational Style Used by Male and Female in Business Transaction at Inpres Aek Habil Market in Sibolga. It was found that male and female are dominantly used amount of talk, because both of male and female wanted to do a better marketing to get buyers' attention. While, the reason of male and female seller-buyer used style differently because they have some different characteristic between male and female in doing interaction with their daily life, social life and it was the impact to the interaction to make bargain at the market.

From the explanations about conversational styles in particular context above; the previous study related the conversational style with the preference structure in talk show and traditional market, while this research relates the conversational style to gender differences in workplace. The aim of the previous research was to find out the features of conversational style used by the host toward different guests which was in a group and a single guest, in other words it compared the two different guests with the same host in order to see whether the conversational style of the host were different or not and the other are between seller-buyer in traditional market. On the other hand, this research intends to find out the style in conversation among male and female staff who are auditors in

their workplace. The different also can be seen in the theory which is used to analyze the conversational style. One of previous study uses Tannen's theory, while in this research the researcher uses Swann's theory.

According to Swann (2000:225) based on empirical studies of gender and talk have documented a specific feature of conversational styles such as: amount of talk, interruption, conversational support, tentativeness, and compliment. Furthermore, Swan stated that men talk too much in public context, it is to establish or maintain their status in their group, while women would like to talk less in public context. For interruption, males interrupt females more than reverse has been seen as unsurprising, since males have more power and status than females. Then for conversational support, female speakers more frequently use features that provide support and encouragement for other speakers, for example 'minimal responses' such as *mmh* and *yeah*.

Next is tentativeness, it is stated there are claims where female speakers use features that make their speech appear tentative and uncertain, such as 'hedges' that weaken the force of an utterance ('I think maybe ...', 'sort of', 'you know') and certain types of 'tag questions' (questions tagged on to statements, such as ('It's so hot, isn't it?')). The last feature which proposed by Swann is compliment females tend to use it than males. It is because females are interested to establish the connection of intimacy to their partner in conversation.

Related to the explanation above about the features of conversational styles, the reality of the conversation among staff during their interaction in brektime show different such as in the following.

Male Staff : *Ya ini, harus kita luruskan dulu persepsinya. Persepsi itu adalah*

*insentif yang harus dibayarkan 30 persen dari sks. Bukan 30 persen kali dari remunnya.....*

‘we have to make clear our perception, the amount which can be paid is thirty percent from her/his sks, not thirty percent from the remun.....’

Female Staff : ***Tunggu pak, gak setuju saya. Ya, kalo kayak gitu, gak sesuaiilah sama KMK yang baru keluar. Cemanalah cara perhitungannya kalo gitu pak.***

‘Wait, I don’t agree. It is not appropriate with our new KMK/regulation’

Male Staff : *Setahu saya begitu. Tapi...*

‘that’s what I know, but’

Female Staff : ***enggak pak, enggak gitu, karena ini di KMK ini gak sesuai sama yang itu. Saya contohkan aja yang grade 14, cobalah pak cari grade 14 berapa!***

‘No sir, it’s not like that. I give you grade 14 as an example, just try to find how much grade 14?’

Male Staff : *Hmm..Grade 14 itu sekitar 10 jutaan.*

‘Hmm..Grade 14 is 10 million rupiahs’

Furthermore, the conversation below was recorded during another break time:

Male Staff : *Kalau begini terus cara kerjanya, maulah 3 bulan lagi baru selesai.*

‘If this keeps up with the way it works, maybe we need 3 more months to finish it.’

Female Staff : ***Enggak sih pak, Kalau aku rasa ya bisa lebih cepat asal unit lain juga mau diajak kerjasama.***

‘No Sir, I think it can be faster as long as other units also want to work together.’

Male Staff : **Iyalah maksudku juga gitunya tadi.** Pastilah lebih cepat kalo cara kerjanya diikutkan unit lain.

‘That's what I meant too. It will definitely be faster if other units also want to participate’

Female Staff : *Jadinyakan memang gak lama kan.*

‘It won't be too long.’

In these conversations both of female and male were the staff who worked as auditor in Internal Auditor Unit. It has been stated as one of the conversational features is interruption. And it said that males interrupt females more than reverse has been seen as unsurprising, since males have more power and status than females. It means males speaker have been found interrupt female speakers more than vice versa, it is because they supposed to presume that they have a right to take the floor from female. However, in the first conversation male staff gave the explanation to the question, female staff interrupt directly to show her rejection about explanation with “*Tunggu pak, gak setuju saya*” statement and then when male staff responded about her statement before, she interrupted again by saying “*enggak pak, enggak gitu*” it was because she wanted to take the floor. It’ also done in second conversation in “*enggak sih pak*” which uttered by female. Female interrupt the male conversation to show her disagreement of male’s statement.

So from the conversation, it can be seen that female has done more interruption than male. This situation, show the different with Swann's theory about interruption which stated that males tend to do interruption. In addition, from the conversation above it can be seen that female staff use direct sentence *Cobalah pak cari grade 14 berapa!* Which means she ordered him to find out something. This situation also different with Tannen theory about the differences of communication between men and women which stated that males express orders for doing direct imperative in their communication, whereas females express proposals for doing indirect ways in communication. The views and phenomenon described above were the background of the writer's interest to make the problem of conversation style by male and female in workplace.

Thus, based on the phenomenon which has been mentioned above, this research tried to find out the features of conversational style used by male and female staff, how it is realizes, and the reasons of conversational style used by male and female staff in *Internal Auditors Unit at Universitas Islam Negeri Sumatera Utara*.

## **1.2 The Problem of the Study**

The problem of the study must be clearly stated so that the objectives of the study can be well determined. Based on the background, the problems of the study are formulated as follows.

1. What features of conversational styles are used by male and female staff in workplace?
2. How are the features of conversational styles realized by male and female staff in workplace?
3. Why are the features of conversational styles used by male and female staff as the way they are?

## **1.3 The Objectives of the Study**

Based on the problem of the study above, the objectives of the study are

1. To describe the features of conversational styles used by male and female staff.
2. To elaborate the conversational style used by male and female staff in workplace.
3. To investigate the reasons for using conversational style used by male and female staff in workplace.



#### **1.4 The Scope of the Study**

This study is limited on the utterances with the features of conversational style are used by male and female staff who are auditors in *Internal Auditors Unit of Universitas Islam Negeri Sumatera Utara*. Therefore, the writer uses the theory from Swann (2000) for analyzing the features of conversational style and how it is used by male and female staff. In addition, the writer uses the theory proposed by Tannen (1992) for describing the reasons of males and females staff use different conversational styles.

#### **1.5 The Significance of the Study**

Findings of this research are expected to have both theoretical and practical significance.

1. Theoretically, the findings of this research are expected to add the theories presented in the study of linguistics, especially in the field of conversational style and gender differences.
2. Practically, the finding of this research is expected to guide the other writers who want to carry out a further study in conversational style.