

# CHAPTER I

## INTRODUCTION

### A. Background of the Study

Conversation as the form of communication for people to interact and communicate with other people. Conversation interaction is a discourse where people use language to express their feelings, ideas, and thoughts to others. Conversation is the way in which people socialize and develop and sustain their relationships with each other (Liddicoat, 2008). As the result of the rapidly in technology cause, today conversation interaction among people not only happens in the real life, but there are thousand of ways people interact with each other. One of the ways is by using technology resources as the result of artificial intelligence in the human life such as telephone, social media and online game.

Conversation is classified as spoken language in which people use their voice to do interaction or communication with others. People use topic in conversation to make the conversation run smoothly and flows well. Through conversation, people are able to make friends, gain more knowledge, and information from others either directly or indirectly.

The developments of artificial intelligence get along as the research of human in technology tools and it gives people chance to interact with someone who is far away. People are no longer worries to communicate with their loved ones and do interactions to one another. According to Ertell (2011), the goal of AI is to develop machines that behave as though they were intelligent. Humans

keep researching time by time to satisfy their questions of technology. Various tools and application exist by the help of technology to facilitate humans needed primer or even secondary. For example, you can have a call in direct without any spaces to others to is located in another continent, people used to play game traditionally but present we use online game since its provided mobility and variety.

Nowadays there are many kinds of online games surrounding us such as board games and virtual battle games. They keep changing all over the time as the human research and findings bigger. One of the known well online games in this year is a virtual game namely Player Unknown Battle Ground (PUBG) in mobile version. This game provides the players not only to play together at the same time, but also to communicate through chatting, and also provide the “voice chat” menu. This menu let and allows the players to talk with the group members, to have conversation and discusses during the match round.

The achievement of the every conversation itself is the understanding between the speaker and the listener whether it is online conversation or in-person conversation. In achieving the successful conversation, the speaker and the people involved in the conversation need to speak in the particular time which called as turn-taking. Turn-taking is one of the most essential parts in the conversation in order to avoid the overlapping or misunderstood between the speaker and listener. According to Sacks et all (1974) in conversation one party speak at one time. Turn-taking also plays as an organizer to run the conversation smoothly. Woffitt (2005) stated that turn taking in ordinary conversation is the remarkable achievement.

This paper is a study about the turn-taking experience that will be happened during the online interactions of the players while they are playing the game together. The players of the match can be set up with random mode. Random mode itself is the group mates consist of people who never known each other and able to play together to achieve the same goal that is to be the first winner (chicken dinner) in the play round.

But not only there, it is also possible if the player want to play with their friend list (players who have known each other) to play as well. The experience to play with the random people or with the players from our friend list will be different. The development of human artificial intelligence gives significant impact toward the human life as well.

This study can be set as the evidence of the transformation around us. Especially in the technology fields that have grown beyond our imagination. As people nowadays are dealing with online or digital things around for any kinds of area such as education, engineering, and etc. It is the time for the changing of the study fields as well, research should be conducted from any aspects including through the world of online games.

Turn-taking is concerned with how people in the conversation take turns to speak, how or who the speaker when is determined. According to Sacks (1974:704) there are three types of turn taking allocation:

- a) Current Speaker Select Next (CSSN),
- b) Next Speaker Self - Select (NSSS)
- c) Current Speaker Continuous (CSC).

Take turn is such a crucial thing because the most noticeable in the conversation is the speaker change. Speaker change is the normative process which must be achieved by the people involved in the conversation to avoid the overlapping during the conversation talk among the people involved in the conversation which cause the ambiguity or miscommunication.

There are so many online games but the writer choose PUBG, it is an online board games produced by Tencent Group. This game is a survival war game, where the players need to stay alive in particular map chosen among others 100 players. This game let the players to communicate to each other by additional voice chat menu, and also there is a chat menu as well which will expand the area of players to interact with each other. This game has been played all around the world. The duration of this game as mentioned earlier it is based on how long the players able to survived in the game.

This game depicts 3 main parts during the game play, starting when all of the game team is still inside of the plane before being dropped by in the area. These players are barely known each other before, but they have to discuss together in order to be the winner. Second part is when all of the players are already in the area, searching for the ammunition, equipment, and etc. All of the players in the team help each other if somebody still needs something they will do conversation to ask something.

A : “Sis JaRo Cute GiRl, have you got the med kit yet?”

B : “Not yet bro Dewa\_Kipas. I am still looking for it in the garage”.

A : “Oh, Ok Ok. Keep going then”.

From the short dialogue above, we can see one of the turn-taking types as the theory by Sacks et al (1974) stated that if the speaker at that time is talking and he/she directly address the next person to talk, it called as current speaker select next (CSSN). This can be seen in from the question stated by the speaker A positioned as the current speaker at that time, and the speaker A is the one that point who will be the next speaker that is the speaker B. Because the speaker A directly call out the name of the speaker B (Sis JaRo Cute GiRI, have you got the med kit yet?) this means only speaker B who had responsibility to answer and continue to be the next speaker. This shows that the type of turn-taking used in that dialogue is the first one or current speaker select next (CSSN). Last but not least, is the part when the players are facing the enemy, all of the team mates need to discuss the strategy to build the great defense facing the enemy that comes toward them, because they only have two options whether they will be lose or be the winner out of all team in the game round.

Several recent researches study on the similar topic about the turn-taking and online feature in the year 2016 to 2021 which most of the research focus on the turn-taking in conversation analysis. Some of the recent examples are *Turn-Taking: Teacher Students Conversation* by Ahmed and Hussain (2020). The researchers use the theory posed by Cook (1989) framework that revealed some types of turn-taking: adjacency pair, insertion sequence, side sequence, repair, and gist or upshot. This study employed qualitative method with case study design to carry out this study is in the classroom interaction from two teachers (female and male) with other 10 primary students.

*Conversation Analysis: Turn-Taking Mechanism and Power Relation in Classroom Setting* (2020). The implication of this research was to find out how teachers construct the turn-taking under the power to manage their classroom setting. The study in this research were used the theory of Sacks (1974) that stated turn-taking basically has three main types current speaker select next, next speaker select next, or the current keep continuing next. *Turn-Taking Strategies in Political Debate* conducted by Natalia, Subekti, and Mirahayuni (2019). This study was aim to analyze the most used strategies of turn-taking in political debate field. Data derived from two YouTube videos of debate they were Trump and Clinton First Presidential Debate 2016 BBC World Debate “Why Poverty” November 30, 2012. Lastly, the research about *Turn-Taking in Conversational Systems and Human-Robot Interactions* (2021) conducted by Skantze. The researcher used the theory of Sacks et al (1974) under three types of turn-taking strategies in the conversation. The implication of this research was to investigate the turn-taking system used in the interaction between human- robotic technology system which will be differ from the usual field of research.

As this study mentioned earlier, this research differs in its literature product analysis object in which it will analyze *Turn-Taking Online Game Players: PUBG*. This is such a new breakthrough in conversational turn-taking behavior on literature analysis.

Considering also the fact that in this past five years writer found several researches and studies about turn-taking analysis on any literature field, but writer found less research that analyzing the turn-taking on the online games,



so writer want to fill that gap using the turn-taking theory from Sack, Schegolf, and Jefferson (1974) to find out whether their theories can also be applied on online game in this case is *PUBG* online game.

The motive of choosing online game as the object analysis of turn-taking behavior is because online game itself is one of a hugely popular thing among children and young people. Annual research conducted by OFCOM (*the regulator of TV, Radio and Video, on demand sector in UK*) shows that gaming is still one of the top activities enjoyed by 5-20 year olds people. Aarseth (2007) defines game as facilitators that structures player behavior, and whose main purpose is enjoyment.

Moreover, this study will enlarge the conversation analysis fields. This study will be using data transcript of the utterances of the conversation and its chat box will be analyzed by using Sack's theory (1974) about three types of turn taking behavior during the conversation.

## **B. The Problems of the Study**

Based on background of the study, the problems of the study are concluding into this following:

1. What types of turn taking used in the players of *PUBG* online game mobile version during the match?
2. How do the players construct their turn-taking in the conversation during the match?
3. Why are the turn-taking realized in the ways they are?

### **C. The Objectives of the Study**

The objectives of this study concern of activities and objects which will be analyzed based on the problem analysis. There are two objectives in this research analysis.

1. To find out the types of turn taking used in the players of PUBG online game.
2. To analyze how the players navigating their turn taking to speak in the conversation of the game match.
3. To investigate the motive of this experience in the players of PUBG online game.

### **D. The Scope of the Study**

The scope of the study is limited to only discuss and analyze the turn taking types that the players use in the conversation and how the players navigating their turn taking behavior in the conversation during the game match round.

### **E. The Significances of the Study**

The significances of the study deal with theoretically and practically. Theoretically, is to develop and enrich literature study, especially in conversation analysis. This study can be used as a reference for those who want to study language literature. Practically, this research expected to give contribution those who are interested in the fields of linguistic.