

## ABSTRACT

**Dasopang, Aisyah Fitriani. Reg. No 8156112025. Gender Conversational Styles in Workplace Context. A Thesis. English Applied Linguistics Study Program, Post Graduate School, State University of Medan, 2019.**

This study deals with gender conversational styles in workplace context. The object of this study were the utterances of male and female staff. It specially focused on the features of conversational style used by male and female staff in their workplace, how are the features of conversational styles realized by male and female staff in workplace, and why are the features of conversational styles used by male and female staff as the ways they are. The subject of this study were 4 male staff and 4 female staff in Internal Auditor Unit at Universitas Islam Negeri Sumatera Utara. The data were analyzed by using theory of the features of conversational styles proposed by Swann (2000:225). This study used descriptive qualitative method. Based on the data analysis, it was found that firstly, all the features of conversational style were used by male and female staff. Namely: amount of talk, interruption, conversational support, tentativeness and compliment. The result showed that the most dominant feature of conversational style realized by female staff was amount of talk, while male was interruption. Secondly, there were different way of communication during conversation between male and female staff in their workplace. Looking at the realization of conversational style of male and female staff, the female staff realized more than male staff during the conversation. Thirdly, there are 4 reasons of male and female staff used different style in conversation, there were status vs support, independence vs intimacy, politeness vs politeness, confirmation vs confirmation. And different characteristics which also lead them having different style in conversation.

*Keyword: gender, conversational styles, workplace context, male staff, female staff, the realization of conversational style, different style*

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**Dasopang, Aisyah Fitriani. Reg. No 8156112025. Gaya Percakapan Berdasarkan Gender di Tempat Kerja. Thesis. Program Studi Linguistik Terapan Bahasa Inggris, Sekolah Pascasarjana, Universitas Negeri Medan, 2019.**

Studi ini berkaitan dengan Gaya Percakapan Berdasarkan Gender di Tempat Kerja. Objek penelitian ini adalah ucapan-ucapan pegawai Pria dan Wanita. Ini secara khusus berfokus pada fitur gaya percakapan yang digunakan oleh pegawai pria dan wanita di tempat kerja mereka, bagaimana fitur gaya percakapan direalisasikan oleh pegawai pria dan wanita di tempat kerja, dan mengapa fitur gaya percakapan digunakan oleh pegawai pria dan wanita sebagai cara mereka. Subjek penelitian ini adalah 4 pegawai pria dan 4 pegawai wanita di Satuan Pengawasan Internal Universitas Islam Negeri Sumatera Utara Medan. Teori yang digunakan dalam penelitian ini didasarkan pada fitur gaya percakapan yang dikemukakan oleh Swann (2000: 225). Penelitian ini menggunakan metode deskriptif kualitatif. Setelah menganalisis data, ditemukan bahwa pertama, semua fitur gaya percakapan digunakan oleh pegawai pria dan wanita. Yaitu: jumlah bicara, interupsi, dukungan percakapan, sifat tentatif (keraguan) dan pujian. Hasil penelitian menunjukkan bahwa fitur gaya percakapan yang paling dominan direalisasikan oleh pegawai pria dan wanita adalah jumlah bicara. Kedua, ada cara komunikasi yang berbeda selama percakapan antara pegawai pria dan wanita di tempat kerja mereka. Melihat realisasi gaya percakapan pegawai pria dan wanita, pegawai wanita menyadari lebih dari pegawai pria selama percakapan. Ketiga, ada 4 alasan pegawai pria dan wanita menggunakan gaya yang berbeda dalam percakapan, ada status vs dukungan, independensi vs keintiman, kesopanan vs kesopanan, konfirmasi vs konfirmasi. Dan perbedaan karakteristik antara pria dan wanita juga menyebabkan mereka memiliki gaya bicara yang berbeda.

Kata kunci: *gender, gaya percakapan, konteks tempat kerja, pegawai pria, pegawai wanita, realisasi gaya percakapan, perbedaan gaya*

