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Conversation Analysis on Interview with a Covid-19 Vaccine Expert Dr. Jerome Kim in Asian Boss Channel

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Abstract.

Conversation analysis is an approach for analyzing a conversation between two or more people. This analysis is needed to find what kind of aspects are applied during the occurence of the conversation. This study entitled "Conversation Analysis on Interview with a COVID-19 Vaccine Expert Dr. Jerome Kim in Asian Boss Channel" is aimed to analyze and describes the aspects of conversation analysis realized in the interview conversation. The researcher used qualitative descriptive as the analysis method based on the theory of Paltridge. Documentation method is applied in collecting the data. The data source that are used were taken from Youtube video of an interview with a vaccine expert as the interviewee. This study resulted that there are three aspects of the conversation analysis used by the interviewer (Stephen Park) such as adjacency pairs, turn-taking, and topic management, and repair. The most dominant aspect of Conversation Analysis found in the interview was the turn-taking aspect. Therefore, there were not found any opening or closing in the interview because the interviewer directly asked the interviewee about the main topic of the interview which is about vaccination without any introduction. These results makes the realization of the aspects use by the interviewer and interviewee are different.

Keywords: Aspects of Conversation Analysis, Conversation, Interview, Vaccines

Introduction

Language is used as a means of communication where it can be used by people as a tool for expressing ideas and wishes. Without using language, people will have to face alot of difficulties in conveying messages with others. In general, there are two main parts in the distinguishes of language, they are written language and spoken language. Written language is defined as the language that is often used in written forms, while spoken language used in speaking mainly in conversations. Conversations or also known as dialogues, contain an activity where more than one people are talking to each other in order to obtain a socialization. It is also the most prevalent uses of language. As stated by Fairclough (2001:9), conversation has a systematic structures and there is evidence that participants are oriented toward these structures when designing their own dialogue turns and reactions to others. In addition, as quoted by Stenstrom (1994:189), conversation is also defined as a social activity with two or more participants involved who talks about certain things. There are several purposes in making conversations it can be making relations to alot of partners, sharing informations, having a deal or even harming the others. Generally, conversations are occured

The 1ˢᵗ Undergraduate Conference on Applied Linguistics, Linguistics, and Literature
Universitas PGRI Semarang, Faculty of Language and Arts Education, English Education Study Program
August 7, 2021

in an organized manner. It means that the utterances conveyed by the speakers has to be responded by the other speaker (the addresse) with another utterances. Thus, an organized or mutual conversation will be achieved. Therefore, conversations does not merely only for information exchanges but also to determine whether the messages are received by the hearer or not. Prihastuti (2018) mentioned that there are two different kinds of interactions in conversation analysis: institutional and ordinary. In ordinary interaction, it is referred to as casual or informal interaction with no definite goal such as family interaction, while in institutional context, it is defined as practice of an institution like news interview or talk show. Furthermore, ss stated by Burns and Joyce in Paltridge (2000:85), there are three parts to a conversation, which are the opening stage, the middle stage, and the closing stage. These sections are used to describe the various aspects of a conversation. The opening stage is the beginning of a conversation, the middle stage refers to the development of topics that can be talked about, whereas the closing stage is preclosing utterances that indicate the conversation is coming to an end.

In this study, the researcher employs an interview between a COVID-19 Vaccine Expert as the primary data analysis because the researcher finds that the topic has become a trending since the beginning of the pandemic and the vaccine expert has a significant role for this case. The topic also contains about the recent issue that is mostly talked all around the world which brings controversies about the COVID vaccine problem. The video was published in May 29th 2021. The video was taken from a series of a YouTube channel Asian Boss entitled "We Asked Top Vaccine Expert About COVID Vaccine Problems". Since CA gives attention specifically in everyday spoken interaction, the researcher decided to analyze a conversation that deals with everyday spoken interaction particularly interview. Interview usually occured when there is a verbal interaction between two people, as the interviewer and the interviewee. On the other hand, the interview contains alot of conversation aspects and it encouraged the researcher in analyzing the interview. The conversation analysis that is found in this study are based on the theory of Paltridge. However, the researcher only focused on five aspects which is, adjacency pair, topic management, turn-taking, and repair.

Literature Review

The approach of analyzing a spoken interactions between two or more people was known as Conversation Analysis (CA). This theory was developed from the work of Harvey Sacks. Sidnell (2010) defined conversation analysis as a method in social science that aims to describe, analyze, and understand conversations that are the basic and constituent features of human social life. As stated by Liddicoat (2007:6), the focus in Conversation Analysis is much larger than the usual understanding of a conversation. It does not distinct the formal and the informal nor the everyday and the institutional. They regard the conversation in the interaction as a kind of social process, used to realize and understand the social situation where conversation is used.

According to Paltridge (2012:90) Conversations analysis has seven aspects in its approaching process, they are (1) Openings and closings, (2) sequences of related utterance or Adjacency Pairs, (3) Topic Management for maintaining the ongoing topic, (4)Turn taking or the signal for when a speaker takes the chance to speak, (5) Preference organization deals with freedom in responding to certain first pair part, (6) Feedback is the responds towards the

The 1ˢᵗ Undergraduate Conference on Applied Linguistics, Linguistics, and Literature
Universitas PGRI Semarang, Faculty of Language and Arts Education, English Education Study Program
August 7, 2021

topic, and lastly (7) Repair which is usually about the correction of the speaker's previous statement.

Opening and closing conversation are the beginning and closing of a conversation where the speaker said greetings such as "hello, good morning, etc" to other speaker in order to open a conversation. On the other hand, closings are generally preceded using pre-closings like "well, anyway" as well as accompanying fall in intonation. However, in opening and closing conversation, it should be based on the background (age, gender, role) of the other speaker as well as the situation whether it is formal or informal.

Another main aspect of conversation is Topic Management. In maintaining a conversation, the speakers needs to consider the appropriateness of the topic. They must avoid inappropriate or taboo topic for the society. As pointed out by Burns and Joyce cited in Paltridge (2000:93), Topic management also includes understanding how speakers deal with topic changes, they maintain the topic, and repair interactions when misunderstandings occur.

Adjacency Pair as stated by Paltridge (2012:97) is the main key in communicating and interpreting the meaning of the conversation. They are occured in the interview used by both the interviewer and interviewee where the second utterances are predictable and required as the response of the first utterances. Paltridge (2000:91:99) revealed that there are kinds of adjacency pairs namely, requesting-agreement, assessment-agreement, question-answer, compliment-acceptance, greeting-greeting, leave taking, complaint-apology and others.

Preference organization in conversation is the responses of one speaker to another speaker that depends on them and it could be preferred (acceptance, agreement, expected answer) or dispreferred (refusal, disagreement, etc) responses (Paltridge, 2000:90). Feedback is another aspect in conversation analysis which means that the listeners gives attention to the speaker by expressing it through response tokens like "yeah, okay, etc".

In contrast with the previous aspect, Repair deals with corrections from the speakers towards the words that has said by themselves or someone else. This shows the problems that the speakers and listener has to deal with like speaking, understanding and hearing.

Method

This study applied Qualitative Descriptive method in analyzing the Conversation Analysis based on Paltridge (2012) theory where Stephen Park (the interviewer) and Dr. Jerome Kim (the interviewee) as the subjects. Bogdan and Taylor in Moleong (2003:3) revealed that Qualitative method is a research which produced data in the form of qualitative, including in written and oral form of people and other behaviour that can be studied. On the other hand, Ary, et al. (2010) argues qualitative research focuses on social phenomena understanding from the human perspective as the participants in natural setting. The qualitative descriptive is used because the aims of this study are to identify and describes the four chosen aspects of conversation analysis in the conversation. In acquiring the datas, the researcher used documentation method. The datas were taken by several steps, first the researcher watched the video, and then transcribing the utterances used by the interviewee and the interviewer, thus, the data analyzed to be identified into the four aspects of conversation analysis. The data source is limited only for 5 to minutes of the conversation transcripts.

The 1ˢᵗ Undergraduate Conference on Applied Linguistics, Linguistics, and Literature
Universitas PGRI Semarang, Faculty of Language and Arts Education, English Education Study Program
August 7, 2021

Finding and Discussion

Findings

There are several aspects found in the conversation from the interview. The research resulted that both the interviewer (Stephen Park) and interviewee (Dr. Jerome Kim) did not use opening nor closing for the interview. The interviewer frequently used the three aspects except repair, while the interviewee is the only one who dominantly used the repair aspect. The aspects of the conversation analysis proposed by Paltridge (2012) were discussed in this part:

Table 1: Aspects of Conversation Analysis in Asian Boss interview

No	Aspects of Conversation Analysis	Σ
1	Adjacency Pair	8
2	Topic Management	1
3	Turn-taking	24
4	Repair	8
	Total	**41**

As presented in the table 1, the aspects of conversation analysis that are found in the interview is 41 in total.

Discussion

The extracts and discussion of the four aspects found in the interview are analyzed based on Paltridge (2012) as the followings:

1. Adjacency Pair

The first aspect is Adjacency Pair because there are not found any opening and closing in the analyzed part. This aspect contained an exchange where the requests and assesments were asked by the speaker and responded by another speaker as in acceptance or refusal. In this interview, there are 2 kinds of adjacency pair found, those are question-answer and assessment-agreement, assessment-disagreement.

a. Question-answer

Question and answer conversation has a purpose in seeking for informations, or clarification seek, etc. This include asking about something to other speaker. Usually, the questions are responded with informations as well as clarification about certain things. In this case, there are many questions and answers found since it is an interview conversation

Excerpt 1

Q: *One of the foremost authority figures when it comes to vaccines in the world, you've been studying infectious diseases and researching vaccines for the past, 30 years you served in the US mility, am i missing anything?*

A: *No, no you don't.*

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Universitas PGRI Semarang, Faculty of Language and Arts Education,
English Education Study Program
August 7, 2021

From the instance above, it can be concluded that the interview gave a question considering the numbers of background of the interviewee and the interviewer is looking for a reassurance to the interviewee and he responded with an understandable answer which is a disagreement.

Excerpt 2

Q: *That was actually going to be my next question, because alot of these vaccines have expiration dates, how long do they last, and why do they expire?*

A: *Typically you know, you get a period of maybe 12 months or 24 months before the vaccines need to be considered outdated and destroyed*

As shown on the statement above, the interviewer gave question to the interviewee about the duration of the vaccine expiration date as well as the reason of the expiration. The interviewer responded with the exact answer of the question considering the expiration dates.

b. Assessment-Agreement

This aspect can be formed into comment or opinion seek and it is basically asking about another speaker's opinion or agreements towards something. The responses provided is called agreement or opinion. It can be seen in the excerpts below:

Excerpt 3

Q: *Would you say that we're like on schedule with the pace of the vaccination or are we kind of like there's just alot of real world problems that we have to deal with?*

A: *I think yes you are right. There are real world problems and one of the issue is supply, it's prove it, make it, use it and we're having problems making enough vaccine. But this is the case whenever new technology is brough online, youre not going to be able to get things enough of something in the beginning, i mean look at those, look at iphones, i mean try to get an iphone the day its offered, whereas if you go three months later you dont have to stand in line, and its the same is true now for vaccines. Im not saying that vaccines and iphones are the same, but in this case we're talking about manufacturing 16 billion doses of vaccine and by comparison of vaccine, that has global use, like the flu vaccine, it has made between 400 and 500 million doses a year, not 16 billion doses a year and thats going to be a real challenge because now, a significantly greater amount of vaccine will make its way into the pipeline and any delay could result in vaccine having to be destroyed, and so i think people remember that in Malawi, (they) burned 20000 doses of astrazaneca vaccine because of the expiration date.*

The instance showed above, it can be seen that the interviewer gave an opinion-based question to the interviewee about the condition of the vaccination in the world and Dr. Jerome agreed with the opinion.

Excerpt 4

Q: *But then again i suppose the other side of the argument is if its expired and then you take the shot , it doesnt have any protection then.*

The 1ˢᵗ Undergraduate Conference on Applied Linguistics, Linguistics, and Literature
Universitas PGRI Semarang, Faculty of Language and Arts Education,
English Education Study Program
August 7, 2021

A: *Right and thats the reason why, I mean we have to make sure that the systems exist so that when we know what the final expiration will be on batches that are produced now and maybe they'll be 24 months*

As can be seen on the statement above, the interviewer gave statement based on the other side of the argument to the interviewee about the vaccination efficacy in the world and Dr. Jerome agreed with the opinion.

c. Assessment-Disagreement

This aspect has generally has the same definition as the assessment-disagreement aspect. What distinguish this aspect is that it seek for opinion or comment in the form of disagreement from the other speaker. There is only one aspect found in the interview as can be seen below:

Excerpt 5

Q: *So that particular variant,are they worse than the original virus or ?*

A: *We believe that they can spread more readily, its not clear yet whether they are more deadly....*

The instance showed above, can be concluded that the interviewee was slightly disagree about the danger level of the virus because he was not sure about it since it is not clear yet.

2. Topic Management

This aspect is the main aspect of a conversation because during the occurance of a conversation or an interview, the way the speaker maintain the topic has to be related to the social culture depending on the speaker's origin. Therefore, the speaker should not be talking about the topic that is considered taboo or inappropriate by the society. This interview only discussed one topic which is about COVID Vaccination Problems. It can be seen in the excerpt below:

Excerpt 6

Q: *Just based on your data and numbers like what percentage of the world right now has been vaccinated?*

A: *So they've given out about a billion doses of vaccine right so that will give you an estimate of the total number I mean assuming that every vaccination is uh two doses so um you know 500 million people out of 8 billion so not enough. Actually probably slightly more than half billion because a numbers of countries are still you know they report the number of jabs given, they dont necessarily say that everyone's gotten two doses so in many countries for instance in korea alot more people have gotten a single dose than have gotten two doses, and many countries are like that now they are spacing the doses out in order to vaccinate as many people as possible as quickly as possible*

As can be seen above, the interviewer gave question to Dr. Jerome about the percentage of the vaccinated population in the world which is related to the main topic of the video about COVID Vaccination. The interviewer act as the initiator by asking

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Universitas PGRI Semarang, Faculty of Language and Arts Education,
English Education Study Program
August 7, 2021

question and responded by the interviewee which eventually developed the topic with explanation of the related question.

3. Turn-taking

Turn-taking is a situation where a speaker takes turn in speaking. The utterances uttered by the first speaker is usually followed by the other speaker afterwards. In this interview, there found 24 turn-takings in the analyzed part which was taken from 5 to 10 minutes of the video. It is emphasized that Dr. Jerome Kim as the interviewee takes more turns than Stephen Park as the interviewer. The numbers of the turn-takings found in the interview is 13 times from Dr. Jerome Kim (the interviewee) and 11 times from Stephen Park (the interviewer). In this conversation, there is one speaker that dominated the interview, because as the interviewee, Dr. Jerome has to answer more to the questions related. On the other hand, the interview that occured was formed as question and answer which then resulting as a turn-taking.

4. Repair

This aspect defined as the correction of one speaker for the previous statement. According to Paltridge, there are two kinds of repair, self-repair and other repairs. Self repairs occurs when the speaker corrects their own statement without the help of the other speaker, while other repairs is the opposite of the self-repairs. In this interview, there were only found self-repairs which were mostly done by Dr. Jerome as the interviewee. The excerpts below only shows several self-repairs. It can be seen below:

a. Self-Repair

Excerpt 7

A: *..and if we allow the mutants to undermine all the progress that weve made then we're back to square one. I mean not entirely back*

The underlined excerpt above showed that the interviewee used self-repair in order to correct or fix the statement. It is indicated by the sentence "I mean". By stating this word, the interviewee realized that the word was incorrect, thus he repaired it by himself.

Excerpt 8

A: *I think thats you know, one of the greatest concerns because i mean, we spent a billion dollars in 12 months to try to develop these vaccines uh sorry 20 billion dollars in 12 months.*

As seen above, the interviewee used the word "sorry" as the indication that he needed to repair his false statement which was a billion dollars and switched into twenty billion dollars in order to avoid false information.

Conclusion

Based on the research results, it can be emphasized that the opening and closing conversation aspect did not appear in the interview. The reason of this is because the interviewer directly asked the interviewee about the related topic, which was then followed by the answer from the interviewee as the vaccine expert. The dominant topic of this interview is

The 1ˢᵗ Undergraduate Conference on Applied Linguistics, Linguistics, and Literature
Universitas PGRI Semarang, Faculty of Language and Arts Education,
English Education Study Program
August 7, 2021

the vaccination. In order to answer the many questions that the interviewer asked, the author must first state his or her main topic. Moreover, adjacency pairs particularly question-answers aspect has the dominant number in the interview because it is common for an interview to have alot of questions and answers. In the turn-taking aspect, the interviewee frequently takes the turn in the conversation, which is 13 times from the interviewee and 11 times from the interviewee totalling for 24 turn-takings. During the interview, the interviewer asked the interviewee about the topic of vaccination without any introduction, which is resulting that there were no opening found in the interview. For the repair aspect, there were only found one type which is the self-repair aspect dominantly from the interviewee since he has a significant role for the main topic.

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